



# COVID-19 Volunteer Guidelines

**Thank you for offering your support to your community. We are very grateful for your willingness to share your time.**

These guidelines are for volunteers working during COVID-19 Alert Level 2. They should be used along with any volunteering operational guidelines provided by the service provider.

Under Alert Level 2 physical distancing is recommended as two metres from people you don't know when out in public and one metre in controlled environments like workplaces.

To enable physical distancing, alternative ways of volunteering are encouraged. One way you can help others is by staying home and helping people from there.

To ensure you keep yourself and others safe while working as a volunteer, it is vital you read and understand the following information and take every precaution.

## **IMPORTANT:**

- Do you suspect that you have been in contact with someone who has COVID-19?
- Have you travelled outside New Zealand within the last 14 days?
- Have you been unwell in the last 14 days?

If you answer 'yes' to any of the above questions you are asked not to volunteer in person at this time and you should visit <https://covid19.govt.nz> to ensure you are following Ministry of Health Guidelines to keep yourself and others safe.

You should only volunteer in person if you can say 'no' to the three questions above and are following good hygiene practices as set out below. There are still opportunities to volunteer remotely, and support charities through donations.

**If you feel you are unable to fulfil your role you can withdraw or say no at any time without feeling guilty.**

Find out more at  
**Covid19.govt.nz**

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## COVID-19 Good Practice Guidelines

### **Physical distancing and contact tracing**

Physical distancing of two metres from people you don't know when out in public is recommended, with one metre physical distancing in controlled environments like workplaces, unless other mitigating measures are in place.

Keeping a good record of where you have been and who you have been in contact with is also important to enable contact tracing. It must capture the following personal details: full name, date, time, location, attendees/client's phone number and physical address. This information also needs to be rapidly accessible by Health authorities, should it be required. It should also be kept for up to 2 months.

### **Handwashing**

1. Before you leave the house, wash your hands with soap and warm water for 20 seconds and dry them completely.
2. When handling any item, whether you are receiving it from the neighbour-in-need (e.g. a letter to be posted) or dropping it off to them (e.g. a carton of milk): wash your hands, put on a pair of gloves if provided, finish your task, then remove your gloves following proper glove-removing procedure, and wash your hands again.
3. Don't touch your face at all. If you do touch your face, clean your hands again before continuing your task.

### **Glove handling**

If you are asked to use gloves please follow the following guidelines:

*Before* putting on your gloves, wash your hands. When removing your gloves, please follow these steps:

1. Treat the outside of the gloves as contaminated (they might be.)
2. If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol based hand sanitizer.
3. Using a gloved hand, grasp the palm area of the other gloved hand and peel off the first glove.
4. Hold the removed glove in the other still gloved hand.
5. Slide the fingers of your un-gloved hand under the remaining glove at the wrist and peel of the second glove so that it goes over the first glove
6. Discard the gloves in a waste container.
7. As always, wash your hands.

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# COVID-19

COVID-19 is a virus that can affect your lungs and airways. It's caused by a type of coronavirus.

The following members of our community are more vulnerable to COVID-19:

- those over 70
- those with a compromised immune system
- others with underlying health conditions.

Like the flu, COVID-19 can be transmitted from person to person. When an infected person coughs, sneezes or talks, they may generate droplets containing the virus. These droplets are too large to stay in the air for long, so they quickly settle on surrounding surfaces.

People may get infected by the virus if they touch those surfaces or objects, and then touch their mouth, nose or eyes.

That's why it's really important to use good hygiene, regularly wash and thoroughly dry your hands, and use good cough and sneeze etiquette.

Everyone should practice good hygiene and help reduce the risk of spreading the virus by:

- Covering coughs and sneezes with disposable tissues or elbow.
- Put used tissues in the bin or a bag immediately.
- washing hands for at least 20 seconds with water and soap and drying them thoroughly:
  - before eating or handling food
  - after using the toilet
  - after coughing, sneezing or blowing your nose
  - after caring for sick people
- Try to avoid close contact with people who are unwell.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Avoid personal contact, such as kissing, sharing cups or food with sick people.
- Clean and disinfect frequently touched surfaces and objects, such as doorknobs.
- Stay home if you feel unwell.
- Call Healthline on 0800 358 5453 if you have any symptoms and have been recently been overseas or have been in close contact with someone confirmed with COVID-19.

For further information to keep yourself and others safe please go to [www.covid19.govt.nz](http://www.covid19.govt.nz) and [www.health.govt.nz](http://www.health.govt.nz)

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