



# Guidelines for Community Organisations Working with Volunteers

## Requirements under Alert Level 3

Only organisations that can operate safely may operate during Alert Level 3. Details are set out on the COVID-19 website [www.covid19.govt.nz](http://www.covid19.govt.nz).

Community organisations working with volunteers must comply with the same requirements under Level 3 as businesses and employers. See details here [www.covid19.govt.nz/businesses-and-employees/](http://www.covid19.govt.nz/businesses-and-employees/)

People are required to work from home unless that is not possible.

### **Organisations must;**

- Operate in a way that minimises the risk of COVID-19 transmission. If you are unsure whether you can operate in a manner that minimises the risk of transmission of COVID-19, you should not operate until you have put in place appropriate measures.
- Not allow any person who is unwell, has had close contact with a possible COVID-19 case, or has been overseas within the previous 14 days to work or volunteer within the organisation under any circumstances.
- Take all necessary measures to ensure the safety of your volunteers (and staff) and your clients. This means ensuring appropriate health, hygiene and safety measures are in place and carrying out additional induction and training processes to those you normally undertake if needed.
- Ensure volunteers and staff follow physical distancing practices.
- Ensure volunteers and staff follow hygiene basics such as handwashing, covering coughs and sneezes.
- Minimise, or eliminate if possible, physical interactions with and between staff, volunteers and clients.

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

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### This may include;

- working from home as much as possible.
- using split shifts, staggered meal breaks and flexible working arrangements wherever possible.
- using online or phone orders, contactless delivery or managed entry (such as one in, one out policies) and avoiding crowding outside wherever possible.
- more frequent cleaning of premises, especially counters and other high-touch surfaces.
- protective equipment for staff as appropriate.

### More information and advice;

The following website provides useful resources on remote volunteering - <https://www.volunteeringnz.org.nz/available-resources/virtual-volunteering/>.

Funding may be available to support social service organisations to transition to providing more services online. Please visit the Ministry of Social Development website for details.

If your organisation would like to support community initiatives related to the COVID-19 response or related community needs, **please contact your local civil defence/Council in the first instance** to ensure that support is coordinated.

If you are seeking additional volunteers to support your essential service work please visit the Volunteering New Zealand website ([www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)). The Volunteer Centre network has mobilised to take expressions of interest from those available to help during the pandemic.

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