

## Advice for Volunteers

It's important that you're aware of the following guidance and that we strictly follow the national advice to help protect ourselves and the people we're supporting.

### Do

- avoid contact with people who have a new, continuous cough or high temperature
- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get back home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- clean and disinfect frequently touched objects and surfaces with regular cleaning products
- keep 2 metres (3 steps) away from people as much as possible
- use the NHS 111 online service if you have symptoms: [www.111.nhs.uk/covid-19/](http://www.111.nhs.uk/covid-19/). Only call 111 if you can't get online.

### Don't

- come along to help if you have a new, continuous cough or high temperature - or if someone you live with has these symptoms. Stay at home. Find out more about self-isolation at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)
- touch your eyes, nose or mouth if your hands are not clean
- use public transport unless essential
- have visitors in your house that don't live there (exception is children in shared custody)

### **At-risk groups**

There are some people that are more likely to get seriously ill if they catch coronavirus so we need to take extra care if we're working with these people.

#### Increased risk group

- Anyone who is offered the flu vaccination from their GP each winter. This includes people who are pregnant, 70 or over, have a long-term health condition or a weakened immune system. For more information on this [social distancing](#).

#### Extremely vulnerable

- Some people have been asked to stay inside and limit their contact with anyone for 12 weeks as coronavirus poses a very high risk to them. This includes people who have had organ transplants, people having treatment for certain types of cancer and people with severe respiratory conditions such as cystic fibrosis, severe asthma and severe COPD. For more information on this [shielding](#).

Whilst we're so grateful for your support, if you're in the increased risk group please consider whether you should be helping as national government advice is that you should follow the social distancing guidance even more strictly than others.

For the latest advice on coronavirus visit: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)