

07/04/2020	Guidelines for Volunteer Visits - Covid-19 escalation
1. Purpose	Undertaking volunteer visits within the community. The purpose of this document is to provide guidance for volunteers working in our communities during the COVID 19 pandemic. It aims to help you take the appropriate precautions and protect both yourself and the people in our community from the spread of COVID 19.
2. Minimise Visits	Volunteers should only make home visits where it is essential and there is no alternative. Volunteers conducting home visits where they will be entering an individual's home must be DBS checked. We strongly advise that where possible visits are made without entering homes and at all times abiding by social distancing.
3. Planning your visit	Prior to visiting please make contact to ascertain how best to undertake the visit whilst maintaining social distancing where possible. These risk assessment questions may prove helpful: <ul style="list-style-type: none"> • Have they got any relevant respiratory symptoms ie fever, shortness of breath or continuous cough? • Have they been told to self-isolate for medical reasons? • Have they been in recent contact with anyone who has been told they need to self-isolate for medical reasons? • Are they shielding due to being in the Extremely clinically vulnerable group? Further information can be found at https://www.gov.uk/coronavirus .
4. Shielding	Visiting a customer who is Shielding because they are in the Extremely Clinically vulnerable group or a member of the household is in this group * Please read the public health guidance on Shielding & Vulnerable Persons Essential visits should continue if there is no other alternative, however volunteers/staff must not proceed if they have any of the symptoms of coronavirus (COVID-19) and alternative arrangements must be made. Where possible please ensure that Social Distancing is maintained during the visit. If you are unable to maintain Social Distancing or you are required to enter the person's property, then the appropriate PPE must be worn. PPE Disposable aprons, gloves, surgical mask must be worn for the protection of the patient. *
5. Wear PPE	If the answer to the risk assessment questions is no and the person or any other occupants in the house are not Shielding, then the visit can proceed without the use of PPE but good hygiene practises must be maintained. For situations where the response to any of the risk assessment questions is 'yes' then the required PPE is: Gloves – single use disposable Apron - single use disposable Only gloves and aprons are required for most visits unless there is a risk of contact with bodily fluids which is extremely unlikely if you are remain 2 metres away (social distancing). Note the PPE requirement for Shielding includes wearing a surgical mask which protects the person you are visiting from you. Please note, masks would need to stay in place, if it is moved off the face, then it is to be disposed of and a new one applied.
6. During the Visit	During the Visit: <ul style="list-style-type: none"> • Wash your hands with soap and hot water upon entering the property • Wear appropriate PPE.

	<ul style="list-style-type: none">• Used PPE (with the exception of surgical masks) should be disposed of through double bagging and placing in the outdoor bin. If used in a symptomatic house then the bags need to be left somewhere safe for 72 hours before disposal.• Wash your hands in hot soapy water before leaving the property. It is good practise to carry your own liquid soap and paper towels.• When returning to your car you must use hand sanitiser gel to clean your hands again.
7. Enquiries	Public Health Email: publichealth@wiltshire.gov
*	Updated 7/4/2020 Covid-19 personal protective equipment (PPE) 2/4/2020