

Day of Caring Re-Imagined

- Care Trip Procedure
- Symptom Screening
- Required Training Volunteers must read and agree.

This program is an essential service and your travel is permitted while volunteering, but you must always practice safe social distancing. Police are not pulling people over, but if you are stopped for another reason, they may ask why you are out.

The coronavirus pandemic is a rapidly evolving situation. The CDC provides updated information and guidance continuously, and that guidance is the most up to date information available and shall be implemented into these procedures immediately as it becomes available. Monitor CDC.gov for most up to date recommendations.

Best Practice- Volunteer and client safety is a prime directive! If there is a better, safer, lower exposure method, that method should be utilized first. (FamilyWize 800-222-2818 can help schedule prescription deliveries & save money)

Our Goal is to help those who need to stay inside their home, but also need grocery or medicine, by making a “no contact” delivery to the client. New research suggests coronavirus could be transmitted by talking or breathing. Tests show Coronavirus is infectious ranging from 3 hours airborne to 72 hrs on hard, shiny surfaces like glass or plastic.

“Knock, drop, and walk” no contact delivery—Clients have agreed that their package(s) may be left on the doorstep. NO clients, under any circumstances, are to be transported. The buddy system is a good idea, but limit two and both volunteers must complete this training. One volunteer does the shopping. **If there is an emergency, dial 9-1-1 and be sure to inform them if coronavirus symptoms are present.**

1. CALL FIRST - Volunteers will contact the client directly prior to a Care Trip to confirm arrangements

- Screen for symptoms or exposure - Clients are initially screened, but volunteers will screen again immediately prior to a Care Trip. We are not equipped to serve confirmed or suspected cases of coronavirus. We are not healthcare professionals or first responders and do not have access to PPE. If a client answers yes to any screening question, explain that they have symptoms and we cannot risk exposure because you could unknowingly spread the disease to another client. If they believe they have been exposed, to have coronavirus should stay home, isolate and contact their healthcare provider. If they have they should call 911 and inform the dispatcher that they have coronavirus symptoms.
 - Do you have a fever, cough or shortness of breath now or the past 14 days?
 - Have you been exposed to anyone with these symptoms in the past 14 days?
 - Have you been exposed to anyone with a confirmed or suspected case of coronavirus?
- Grocery Store Trips—Get their list and figure out payment arrangements—this currently evolving as we do not anticipate many clients will have cash on hand. You may go to the bank or use whatever means you can work out with the client. (SNAP Card, Debit Card, check etc.) If you need to pick up payment, the payment method should be left for you in a “no contact” way.
- Food Pantry Trips—Ask client who's name the food pantry order is under. Call the pantry to be sure that they are expecting you and know the client(s) you are picking up for. If you are picking up for multiple clients, as the pantry to have the boxes labeled for you prior to pick up. Pick up at the pantry should be “no contact”. Currently, they are allowing pickup from the sidewalk.

2. FACE COVERINGS (not masks)- are required to protect yourself and our clients.

Face covering should be put in place before the start of the first trip and not removed until after the last, ideally at home. Caution should be used in removing the covering and it should be laundered immediately and hands should be washed immediately. Do not reuse cloth face coverings until they have been laundered.

The CDC face covering guidance: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

- CDC recommends use of a cloth face covering to keep people who are infected but don't have symptoms from spreading COVID-19 to others.
- The cloth face cover is meant to protect other people in case you are infected.
- The cloth face coverings recommended are not surgical masks or N-95 respirators. Medical face masks are critical supplies that should be reserved for healthcare workers and other first responders, as recommended by CDC.
- The cloth face cover is not a substitute for social distancing. Keep 6 feet between themselves and others.

3. PROTECT your personal health

- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - Between people who are in close contact with one another (within about 6 feet).
 - Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.



- Recent studies suggest that COVID-19 may be spread by people who are not showing symptoms, even by talking or breathing
- Watch for symptoms- fever, cough, shortness of breath. Symptoms may appear 2-14 days after exposure and you may be contagious before you show symptoms. www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html
- If you have symptoms, please stay home.
- Clean surfaces that are frequently touched – things such as hand rails, steering wheel, door handles, keys, electronics, and doorknobs. Wash your hands if you touch these things.

CDC's "Everyone Should..."

Clean your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact with people who are sick. Stay home as much as possible. Put distance between yourself and others. Remember that people without symptoms may be able to spread virus. Keeping distance from others is especially important for [people who are at higher risk of getting very sick](#).

Cover your mouth and nose with a cloth face cover when around others. You could spread COVID-19 to others even if you do not feel sick. Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities. Cloth face coverings should not be placed on children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance. The cloth face cover is meant to protect other people in case you are infected. Do NOT use a facemask meant for a healthcare worker. Keep at least 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Cover your face, cover coughs and sneezes If you are in a private setting and do not have on your cloth face covering, always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect [frequently touched surfaces](#) daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. (Steering wheels, keys, gear shift etc) If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

- Household bleach. Unexpired household bleach will be effective against coronaviruses when properly diluted.
 - 5 tablespoons (1/3rd cup) bleach per gallon of water OR 4 teaspoons bleach per quart of water
- Alcohol solutions. Ensure solution has at least 70% alcohol.
- Other common EPA-registered household disinfectants with [EPA-approved emerging viral pathogens](#) claims are expected to be effective against COVID-19 based on data for harder to kill viruses.
- Complete Disinfection Guidance: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html

Volunteer Agreement

Acknowledgement – By digitally signing this document below I acknowledge that I have read and agree to this entire document, including the hold harmless agreement, and agree to follow these procedures.

Hold Harmless agreement – I agree to hold harmless United Way; it's volunteers, staff and clients for any and all accidents that might occur while volunteering. I further agree to save, hold harmless and indemnify all those associated with United Way from any and all liability, which results in illness, injury or death, which may occur surrounding participation.