

ADVICE FOR VOLUNTEERS



Helpout.im

Isle of Man Coronavirus Community Support



If you feel unwell, have a temperature or dry cough, or are exhibiting any symptoms of COVID-19, then DO NOT provide support and contact HelpOutIM to arrange alternative care.



Make contact with the person you are providing support, be mindful of your comments and actions. Establish their needs and let them know when you will be able to help them.



Wash your hands for at least 20 seconds, as frequently as you can whilst providing assistance. Before and after delivery of supplies use a hand sanitiser where there is no access to a sink. Avoid touching your face.



Where possible supplies should be collected at the same time you do your own shop and should be sufficient to last a number of days to reduce the frequency of visits needed.



Where possible the person requesting assistance should arrange for medication to be delivered by their chemist or the St Johns Ambulance. However, this is not always possible and help may be needed to collect medication from the pharmacist.



Supplies should be delivered and left outside the front door. You should move away to a safe distance (at least 2 metres), before ringing the person you are supporting to let them know their supplies have arrived.



We recommend that you provide receipts with the purchases you make after taking a photo for your own records and ask for the funds to be transferred to your account electronically. An alternative means of payment could be by a cheque, however, we do not encourage the use of cash.



As an individual providing unpaid voluntary help and support to another individual affected by COVID-19 your car insurance policy should be unaffected. If you are in any doubt, we recommend you contact your insurer.



Remember to wear your face mask. It must cover your face from the bridge of your nose to the chin while fitting snugly against the sides of your face. It's also essential to wash your hands correctly before putting on and taking off your face covering. Carefully remove your mask from behind your ears to avoid any contamination from the front of your masks to your hands.