

PROTOCOLS FOR VOLUNTEERS DELIVERING RELIEF

CORE VOLUNTEERING PRINCIPLE: DO NO HARM

Before going out to do good work, ask yourself: Am I unknowingly doing any harm?
Can my actions have negative effects on those I am trying to help?

Examples: Creating tensions by excluding ethnic or religious minorities, putting volunteers or community members at greater risk, creating resentment based on inequality

DO 

DON'T 

PROTECT YOURSELF & OTHERS

- Wear a mask, gloves and protective clothing.
- Create mechanisms to maintain physical distance between yourself and others (e.g. leaving supplies in designated spots for people to pick up).

EXPOSE TOO MANY PEOPLE

- Be clear about roles, make volunteer schedules and don't have more people than necessary go along for the ride.

COORDINATE WITH OTHERS

- Coordinate with government, community organizations or individual champions within communities to identify families. This will help avoid duplication of effort and also help reach more people.

GO IN WITHOUT A PLAN

- There may be chaos if you go out to distribute rations and there are too many families. Where possible, pre-identify families and representatives who will be there.

DO YOUR HOMEWORK

- If distributing protective clothing or sanitising solutions, ensure that they are in line with recommendations. E.g. note that Dettol solution is not proven to protect against the virus unless it has at least 60 percent alcohol content – and home-made solutions may severely damage skin unless tested.

SHARE PERSONAL INFORMATION UNLESS PREPARED

- Be careful about giving out personal details like your phone number unless it is to trusted individuals, or unless you have the capacity to handle a large volume of calls. Where possible, have a designated person on your team to address calls.

TAKE PRECAUTIONS AFTER DISTRIBUTION

- Wash your hands regularly with soap and water (for at least 20 seconds) or with an alcohol-based hand rub, especially after coughing and sneezing and before handling and consuming food.

RISK PERSONAL EXPOSURE

- Avoid close contact with people who appear unwell or who are coughing or sneezing and avoid sharing personal items.

STAY SAFE, STAY WELL AND STAY KIND!

VOLUNTEER RECRUITMENT

SCREENING

- Ask about medical history and underlying health conditions e.g. asthma, possibility of immunosuppression.
- Where possible, have ID-card based screening.

ROLE DEVELOPMENT

- Each individual should have an idea of their role/scope of work.
- Learning from past experiences should be passed on systematically to avoid mistakes.

MANAGEMENT OF EXPOSURE TO COVID-19

In general staff and volunteers should to report possible exposure to Coronavirus to their healthcare provider.

- Anyone who has flu like symptoms who has been in an outbreak area and/or has had known contact with an infected person should seek medical services.
- Confirmed COVID-19 cases will need to be notified to the authorities.
- Anyone who has recently been in an outbreak area and/or has had a known contact with an infected person may need to be voluntarily quarantined for 14 days.

STRESS DURING COVID-19 OUTBREAK

Staff (or volunteers) working in a COVID-19 outbreak area will be confronted with several stressors which can lead to different stress manifestations. Some ways to manage stress are mentioned.

A. Stressors during COVID-19 outbreaks

- Fear of infection or death
- Personal protection and infection control measures
- Effect of outbreak on community
- Stigma
- 'Normal' stressors for emergency staff: long working hours, working in big teams, separation from personal social network, etc.

B. Stress manifestations

- Being afraid of getting infected linked with infecting others
- Psychosomatic manifestations may occur
- Cumulative and acute stress reactions: sleep disturbances, tiredness, irritability, poor work performance, reduced concentration and memory, etc.

C. Ways to manage stress

- Obtaining knowledge and understanding the risks give a sense of control and 'all that can be predicted can be better managed'
- Taking sufficient rest and healthy food for an optimum physical condition. Contact with friends and family should be facilitated (possibility of regular phone calls and email contact)
- Individual self-analysis and knowledge about individual signs of stress and coping skills
- Sharing coping strategies with others: group discussions, individual discussions with other team members and conversations with psychologist (individual and in group)

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