



Comhairle Chontae na Gaillimhe
Galway County Council

Galway County Council

Protocol for Community Volunteers

delivering practical supports



Galway County
Public
Participation
Network

Líonra Rannpháirtíochta Phoiblí
Chontae na Gaillimhe

The Community Call is a forum for the local authority, State Agencies and Community & Voluntary Groups to work together to provide practical supports and services to any vulnerable person who needs them during the Covid-19 restrictions. The National Framework for the Community Call envisages that these supports will be provided by existing voluntary organisations, as well as Community Groups who mobilise to help people in their own area - either through an individual Group or Club, or an amalgamation of Groups and Individuals from all sectors of the community. This Protocol is designed to facilitate these volunteering arrangements whilst ensuring that the most vulnerable in our communities continue to be cared for in a safe and secure way. It includes a range of protocols covering your Community Call activities and the following guiding principles to facilitate safe volunteering in your community:

- a) **Garda-Vetting** – the safety of the person who is isolating is of the utmost importance, as is their security in their home. For that reason, the Garda National Vetting Bureau have advised that in order to ensure maximum security and safeguarding, all Community Call Volunteers should be garda-vetted. If your Organisation does not currently garda-vet staff or volunteers, Galway Volunteer Centre can provide expert guidance and support on managing the garda-vetting process, or you can access information on the fast-track garda-vetting process agreed nationally at <https://www.gov.ie/en/publication/af9261-recruitment-of-volunteers-for-community-and-voluntary-groups/#vetting-volunteers>
- b) **Volunteer Safety and Security** – if you have organised your volunteers on a village/townland basis, you should be able to refer a request for assistance to someone known to the client. If this is not the case, we recommend that 2 volunteers attend to a household at one time.
- c) **Identification** – volunteers should carry photo ID and their letter of authorisation to travel in connection with the Covid-19 Community Call, in order to identify themselves to clients and An Garda Síochána if requested.
- d) **Insurance** – all Groups registered with the Community Call should ensure they have adequate insurance cover for their activities, either through their own insurance policy, their umbrella organisation, or the additional Covid-19 insurance cover arranged by the PPN for its members.
- e) **Advice for Shoppers** – if you are shopping for a client, please have regard to the attached national advice and check with your local shops regarding any special arrangements they have in place regarding payments, etc.
- f) **Collecting Prescriptions** – if you are collecting prescriptions on behalf of a client, please have regard to the attached national protocol agreed between the Pharmacy Regulator and HSE, and check with your local pharmacies regarding any special arrangements in place.
- g) **Data Protection** – as you will receive personal information from our Helpline when we refer requests for assistance to you, all Groups/Organisations who register as part of the Community Call are entering into a Memorandum of Understanding (MOU) with Galway County Council (attached), to ensure compliance with GDPR and data protection legislation. In effect, this requires you to handle all personal information securely and confidentially; and delete all such records once their purpose is over, i.e. requests dealt with or Community Call has ended.
- h) **Sustainability** – ensuring the resilience and sustainability of Groups throughout this crisis and beyond is crucial, and in this regard, additional volunteers may be recruited by registering your Organisation with Galway Volunteer Centre at www.volunteergalway.ie who will match you with additional garda-vetted individuals from your area.
- i) **Process** – if the Community Response Helpline receives a request for assistance in your area, we will contact your lead person with the details. In due course, the volunteer(s) assigned the task in your Group should e-mail or phone back the contact on our Helpline to confirm completion and/or ongoing provision of support and we will close the case, after a follow-up call with the client to confirm that everything is in order.

The Community Call

Advice for Shoppers



Coronavirus
COVID-19
National
Programme

Taking the order

- Call/text/email the person and explain that you will do their shop and deliver it to them.
- Ask for specifics about what they want in terms of brands, flavours, etc. and make a list.
- Ask if they would be ok with you substituting if something is unavailable. If they agree, please choose products that are the same price or lower.
- Ask if they have any food allergies that you should be aware of.
- Discuss payment options with the person.

Arranging payment

- Some stores have special arrangements in place to allow the person to pay over the phone while you are in the store - see below.
- Shoppers should never take credit/debit cards or details.
- Shoppers should only handle cash if absolutely necessary and should follow this procedure if cash exchange is necessary:
 1. Call the person when you arrive outside to collect cash.
 2. Present ID for view at window to confirm who you are.
 3. Step 2 metres back.
 4. The person should leave money in an envelope or other sealed container outside the door and close the door.
 5. Collect the money and proceed to the shop.
 6. When delivering the shopping, return the change and receipt in the same envelope/container.

Doing the shop

- Ensure the trolley you are using has been cleaned - if necessary clean it yourself with the wipes/sprays provided.
- Practice social distancing at all times. Sanitise your hands before and after being in the shop.
- Introduce yourself to a member of staff and show them ID, explain that you are a community volunteer shopping for an elderly or vulnerable person linked to the Local Authority initiative. Some stores will give you priority.
- Use your non dominant hand to select the goods, avoid handing goods unnecessarily. Use tongs if available to select foods.
- If you are unsure of any substitutions, contact the customer to see what they'd like.
- Use disposable plastic bags for the shopping.
- Please note the following food safety tips when packing the shopping:
 1. Do not place raw meat next to cooked
 2. Do not place hot food next to frozen
 3. Try to keep personal care / home care items separate to food
 4. Try to keep softer items on top of more sturdy items.
- When leaving, use sanitiser if available.
- Take a picture of the receipt and place the receipt and the change in the bag with the shopping.
- Put the person's name on a sticky label and place on the outside of the shopping bag, if possible.

Delivering the shopping	<ul style="list-style-type: none"> • Phone/text/email the person to let them know when to expect you. • Phone/text/email the person when you arrive outside. • Complete hand hygiene before leaving your vehicle. • Place the receipt and change in one of the bags securely. • Show your ID to the person through a closed window to confirm who you are. • Place the shopping at the front door, step back 2 meters. • Let them know if any items in the shop are missing. • Ask them to move into another room. • Place items inside the door. • If essential to enter the home follow guidelines about physical distance while inside, ensure goods are accessible to the person and leave quickly. • Reassure that contact and deliveries will be maintained, and you/the helpline can be contacted again.
Confirming to the Helpline	<ul style="list-style-type: none"> • When task has been completed let your contact in the Community Response Helpline know by text or phone call. • The Community Call Helpline contact should immediately phone the person who asked for the support and confirm that everything is in order.
Special arrangements in some stores	<p>Some stores including Tesco, Supervalu and Centra have special arrangements in place and will take payments over the phone from those you are shopping for while you are still in the store. You should:</p> <ul style="list-style-type: none"> • Introduce yourself to a member of staff and show them ID, explain that you are a Community Call volunteer shopping for an elderly or vulnerable person linked to the Local Authority initiative. • Let the staff member at the checkout know you are a Community Call Volunteer and ask that they call the customer to take payment over the phone. • You should phone the customer first, give them the total owed and confirm the next call will be from the store. • The cashier should then phone the customer to get their card details, process payment and provide you with a receipt when the payment is processed.

GALWAY COMMUNITY RESPONSE HELPLINE

Telephone: 1800 92 88 94

E-mail: covidsupport@galwaycoco.ie

If you identify any other issues or concerns regarding a client or other member of your community, please ensure you have their permission before referring it to our Helpline

Follow these 6 steps to prevent coronavirus



Stop
shaking hands or hugging when saying hello or greeting other people



Distance
yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell



Wash
your hands well and often to avoid contamination



Cover
your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue



Avoid
touching eyes, nose, or mouth with unwashed hands



Clean
and disinfect frequently touched objects and surfaces

Procedure for delivering medicines agreed between HSE and Pharmacy Regulator:

1. A confidentiality agreement should be signed between the Pharmacist and Volunteer Group.
2. The pharmacist will contact their client to ensure they are aware of the proper use, storage and disposal of the medicine concerned. Volunteers are not expected to give this type of information and if the householder raises a query, should advise them to contact the pharmacy with their queries.
3. The pharmacy will inform the householder of the approximate time for delivery and the patient will give the name of a contact person and telephone number should any issues or queries arise regarding their medicines.
4. The medicines will be placed in a sealed bag labelled with the patient name and address, ideally placed in a larger bag such as a carrier bag, labelled with the patients' name, address, eircode and contact phone number.
5. The pharmacy will ensure they maintain a record of the delivery in the pharmacy and a copy of this delivery record will be given to the volunteer – this will have an extra column for the volunteer to fill in once the delivery is complete.
6. The pharmacy will contact the volunteer by telephone and arrange a suitable time for the volunteer to collect the medicines from the pharmacy and to receive instructions from the pharmacist.
7. Medicines should be delivered immediately to the patient once collected – if the volunteer is making several deliveries, they will be given guidance to prioritise deliveries containing any medications that require refrigeration.
8. Upon arriving at the patients' home, the volunteer should ring the householder and ask them to confirm their name and address and once they are sure that they are delivering to the right address, inform the householder that the prescription package is on the doorstep of their home.
9. The volunteer should step back the minimum physical distance of 2 metres or to their vehicle and wait for the patient to check their medicine delivery and confirm they are the intended recipient.
10. In the event of the call being unanswered and nobody answering the door at the householder dwelling, the medicine must be returned to the pharmacy without delay.
11. The volunteer will confirm safe delivery of the medicine to the pharmacist by returning the delivery sheet, e-mailing or texting the pharmacy, or confirming in any other way agreed with the pharmacy.

Key Advice for Volunteers

DON'T volunteer if you are at risk from COVID-19 or if you have any of the symptoms

DON'T call to the door of a vulnerable person unannounced.

DON'T enter someone's home unless absolutely necessary.

DON'T hug or shake hands with vulnerable members of your community.

DON'T share objects that touch the mouth, such as bottles or cups.

DON'T spread rumours or news items from sources such as social media, as they may not be correct.

Galway County Covid-19 Community Response Forum thank you for your ongoing work in helping your community in these difficult times and applaud your commitment and community spirit. Please look after your own wellbeing by eating well, maintaining a regular sleep routine, and getting exercise within the advised social constraints.

Memorandum of Understanding

Processing of Personal Data – Covid19 Community Call

THIS AGREEMENT is effective from the date of the establishment of The National Government, Local Government and the community and voluntary sectors “*The Community Call*” and is **BETWEEN** Galway County Council and each Body /Agency /Community Champion that is a recognised member of Galway’s *Community Call*”.

Galway’s “*Community Call*” helpline which is being coordinated by Galway County Council was set up on **30th March 2020** to provide a dedicated community response to ensure all vulnerable members of our communities are appropriately supported as we move through the COVID-19 public health emergency.

This document sets out a joint understanding and agreement of how each Party and Persons acting on their behalf both Employees, Elected Members and Volunteers involved in the operation of *The Community Call* helpline will process personal data collected from all persons availing of the service.

1. DEFINITIONS

PERSONAL DATA; SPECIAL CATEGORIES OF PERSONAL DATA; PROCESSING AND PROCESS: shall have the meaning given to this term in the Data Protection Laws, any and all data (including Special Category Personal Data) relating to living individuals who are or can be identified from the data or from the data in conjunction with other information that is, or is likely to come, into the possession of each party in connection with this Service.

EACH PARTY; shall have the meaning of each Body /Agency /Community Champion that is a recognised member of Galway’s “*Community Call*” and Persons acting on their behalf both Employees, Elected Members and Volunteers involved in the operation of *The Community Call* helpline service.

2 PURPOSE

The purpose of this Agreement is to ensure that all parties to “*The Community Call*” comply with their Data Protection obligations relating to the Processing and Sharing of Personal Data during its operation, under the Data Protection Act 2018 and the EU Regulation 2016/679 (the General Data Protection Regulation) (**‘GDPR’**).

3. DATA PROCESSING

Each Party shall undertake;

- I. to adhere to the provisions of the GDPR and Data Protection Act, 2018 to ensure the safety and security of the Personal Data provided to the Community Call helpline by citizens seeking assistance during the COVID -19 emergency measures.
- II. that the Personal Data supplied to them by citizens seeking assistance will be used solely for the purpose of providing support services to ensure the safety and well-being of our communities and assist at risk members of the public in accessing non-emergency and non-medical support and advice during this public health emergency.
- III. that only authorised persons will have access to the Personal Data supplied by citizens and that such authorised persons shall respect and maintain all due confidentiality and are subject to a statutory obligation to this effect.

- IV. that they will not seek any additional Personal Data from individual data subjects availing of the service being provided other than that which is absolutely necessary for the provision of the service being requested.
- V. where additional personal data may be sought and provided by citizens, to notify Galway County Council of this additional information and the reasons for it being sought.
- VI. to accept that all such additional personal data is subject to the terms of this MoU.
- VII. to delete all personal data held by them regarding the individuals availing of the Community Call helpline as soon as the Government's COVID-19 public health measure restrictions have been lifted and the work of the Community Call helpline has ceased, unless it is required to retain the Personal Data for a longer duration to comply with a statutory retention obligation specific to your own organisation and to ensure it is deleted once the duration of that statutory retention period has elapsed.
- VIII. to formally confirm in writing to Galway County Council that the permanent deletion of the Personal Data has taken place upon cessation of the Community Call helpline **or** to formally confirm in writing an undertaking to permanently delete the Personal Data once the duration of any specific statutory retention period specific to your own organisation has elapsed.
- IX. to promptly and in any event within 2 days of receipt, inform Galway County Council of any requests from individuals seeking to exercise any of their rights in relation to the processing of their Personal Data and provide reasonable assistance in complying with any such requests.
- X. to formally notify Galway County Council immediately on becoming aware of a Personal Data Breach, any Breach of Data Protection Law or circumstances likely to give rise to a Personal Data Breach.
- XI. to implement appropriate security measures to protect the Personal Data in their possession against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure

4. TERMINATION

This Agreement shall continue while the COVID 19 public health emergency remains in force and will be terminated upon cessation of The Community Call Helpline.

This Agreement is entered into, and becomes binding on each Party with effect from the date of the establishment of Galway's COVID-19 Community Call helpline as set out above, i.e. on 30th March 2020.