

Use of Gloves and Face Masks is currently optional.

If you are Volunteering at the: Canterbury Centre, Marwal Centre or with Meals on Wheels, limited supplies are available upon request for Volunteer use.

Note: Gloves should be used only once for each activity, to avoid any cross contamination. If using gloves or face masks, they need to be disposed safely.

* We will advise should this requirement change.

Social Distancing guidelines and measures to be followed including:

- Avoid physical greetings such as handshaking,
- Do not enter client homes, (contactless deliveries for meals on wheels),
- Keep at least 1.5 away from other people wherever possible, and
- Adhere to maximum limits of people in various areas - refer signage at sites.

2020 Flu Vaccinations are mandatory for all volunteers at Faversham House, residential aged care. We strongly encourage all our Volunteers to get the flu vaccine, to help protect the older people in our community.

Stay updated a number of services and sites maybe closed or have reduced hours of operation. Further information can be found on our website www.basscare.org.au or follow us on Facebook @BASScareAgedCare

Additional information

Available at the Australian Government Website:
<https://www.australia.gov.au>

Phone the COVID-19 hotline 1800 675 398.

Or via the COVIDSafe App

Alternatively contact your service manager or the Volunteer Coordinator.



Volunteer Handbook Update Volunteering during Coronavirus (COVID-19)

Volunteering
Make a difference –
be part of your local community

BASScare Contact Us:

Volunteer Coordinator

Deb Hall

Phone: 0447 503 741

Email: d.hall@basscare.org.au or volunteers@basscare.org.au

Faversham House

Lifestyle Team

Phone: 03 8809 4908

Reception Ph 03 8809 4000

Email: LifestyleCoordinator@basscare.org.au

Canterbury – Social Support Activities

Phone: 03 9880 4700

Email: socialsupport@basscare.org.au

Maranoa House – Dementia Services

Phone: 03 8809 4979

Email: maranoa@basscare.org.au

Meals on Wheels - Canterbury

Phone: 03 9880 4703

Email:

mealssevice@basscare.org.au

Meals on Wheels – Marwal

Phone: 03 9819 7194

Email:

marwal@basscare.org.au

Mailing Address:

PO Box 304,
Canterbury Vic 3126



 basscare.org.au

 [BASScareAgedCare](https://www.facebook.com/BASScareAgedCare)

Thank You for Volunteering during these challenging times. BASScare are following Department of Health Guidelines and Government regulations to protect the community.

BASScare's goal is to keep everyone safe, including our older clients who have compromised immunity and high risk should they become infected with COVID-19.

This handbook update should be read in conjunction with the existing Volunteer handbook.

Do not Volunteer if you:

- Are feeling unwell,
- Have signs or symptoms of a respiratory illness,
- Been in contact with, tested positive or have any COVID-19 symptoms,
- Returned from overseas in the last 14 days.

*If you test positive to COVID-19 and been in contact with staff, clients or Volunteers at a BASScare site, please contact Deb Hall Volunteer Coordinator. Your details will remain confidential.

Symptoms of COVID-19 are similar to other colds and flus and may include:

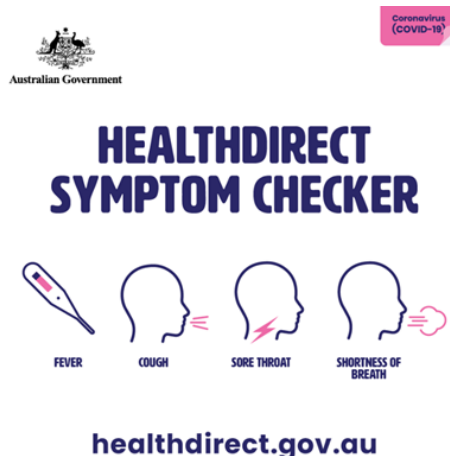
- fever
- dry cough
- sore throat
- tiredness/fatigue
- difficulty breathing/shortness of breath.

Expectations

During COVID-19 Volunteers are to maintain existing responsibilities including:

- Confidentiality,
- Duty of care,
- Health and safety, and
- Maintaining boundaries.

Staff, Volunteers and clients are expected to follow all Government and Department of Health Guidelines/Restrictions, aimed to help stop the spread of COVID-19 and stay healthy.



If you are unavailable for a scheduled shift

If at any point you are unable to make a Volunteer shift, please contact the service manager or coordinator. A listing of BASScare sites and contact details is provided at the front of this handbook update.

Aged care services are an essential service— you can leave home

You may leave your home for the purposes of performing voluntary work.

All Volunteers engaged to assist during the pandemic, will receive an Essential services letter. Verifying your name; address, BASScare locations and Volunteer role.

If you volunteer and have not received an essential services letter, contact Deb Hall

Extra precautions whilst volunteering onsite

Helping to keep our community safe is everyone's responsibility. Extra precautions you need to take when attending onsite include:

- ◇ Washing or sanitizing your hands; prior to attending, frequently whilst onsite and before you leave,
- ◇ Complete the mandatory government health questionnaire every time you are onsite including a temperature check,
- ◇ Practicing good hygiene and coughing etiquette (stay home if unwell),
- ◇ Social distancing - keep at least 1.5m between yourself and other people,
- ◇ Use of Personal Protection Equipment (PPE) when directed, and
- ◇ Leaving your contact details, as for contact tracing purposes.

Hand Washing

Hand washing facilities are available at all BASScare sites. Regular washing of your hands with soap and water for a minimum 20 seconds is best to combat COVID-19.

Hand Sanitiser

If you cannot wash your hands please use hand sanitizers. Alcohol based sanitiser is available at all BASScare sites, in reception when you sign in and out. Use of non-alcohol based sanitizers is not permitted, as they are not effective in killing viruses.

Small hand sanitisers will be provided for use to Meals on wheels Volunteers, when attending round deliveries.