

Stay updated a number of BASScare's services and sites maybe closed or have reduced operating hours. Further information can be found on our website or follow us on Facebook



Alternatively contact your service Manager, Service Coordinator or Deb Hall Volunteer Coordinator.

Additional Resources and updates on Coronavirus (COVID-19)

Available online at:
<https://www.australia.gov.au>



If you have symptoms, however mild seek advise by calling the 24-hour Coronavirus Hotline on 1800 675 398.

National Coronavirus Helpline

Call this line if you are seeking information on COVID-19 or need help with the COVIDSafe app. The line operates 24 hours a day, seven days a week.



COVIDSafe App

The COVIDSafe app speeds up contacting people exposed to coronavirus (COVID-19). This helps us support and protect you, your friends and family



COVID-19 WhatsApp channel

Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent information and updates are published.



*The information in this Handbook is current at 21 July 2020.
 Further updates will be provided inline with changing requirements.*



Updated July 2020 V1.02
(Return to Restrictions 2.0)

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 &

Maranoa Club –
Dementia Services
 Phone: 03 8809 4979
 Email: maranoa

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

Meals on Wheels –

Hawthorn/Kew
 Phone: 03 9880 4750
 Mobile 0437 816 081
 Email: hawthorn-kew@basscare.org.au

Mailing Address: PO Box 304, Canterbury Vic 3126





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

It is especially important in the prevention and control of COVID-19 that everyone practice physical/social distancing, good hygiene and stay at home if unwell or sick.

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 any respiratory illness,
- Been in contact with, tested positive awaiting test results or have any COVID-19 symptoms,
- **Living in an area in forced locked down/ quarantined (eg: you are not allowed to leave) ,**
- Live with someone in isolation waiting, COVID test results, or
- Returned from overseas in the last 14 days.

*If you test positive to COVID-19 and have 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.

Face Masks Continued..

BASScare will provide single use disposable face masks, for use whilst Volunteering. Additional **supplies are available whilst Volunteering should** masks need to be replaced eg: if they become soiled, contaminated, damaged, damp or need to be worn for longer than 4 hours.

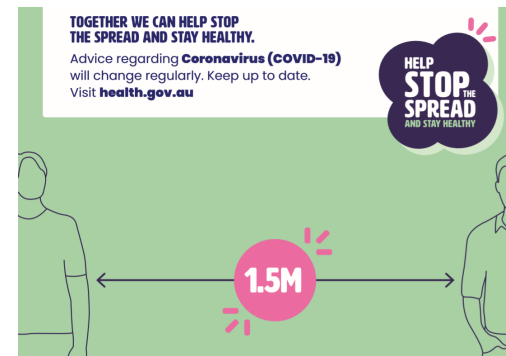
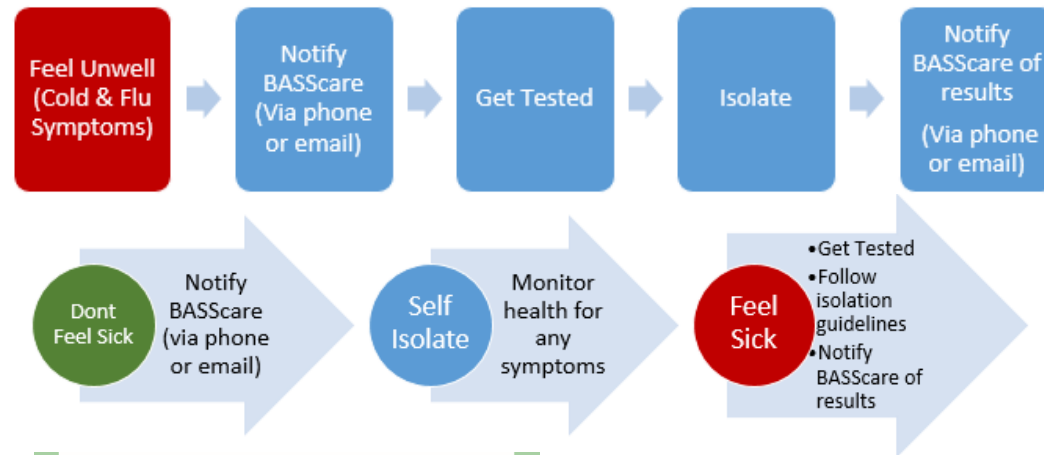
Re-usable/Cloths masks - If using your own face masks, please ensure they comply with Department of Health and Human Services Victoria guidelines:

- Made of 3 layers with a mix of breathable fabrics,
- Clean & all material is intact, (not worn, thin or have holes in the fabric)

refer www.dhhs.vic.gov.au

What to do if you come into close contact with someone that's tested positive to COVID-19.

Close contact is defined as being within 1.5m of a person for 15 minutes or being in a confined space for 2 hours or more.



To find a COVID-19 testing location, phone the **24-hour Coronavirus Hotline on 1800 675 398** or go online to : www.dhhs.vic.gov.au/coronavirus

Face Masks/Coverings - wearing face mask is mandatory for all residents leaving their homes within Melbourne, Mitchell Shire & Coronavirus hotspot areas, *effective 23rd July 2020.*

How to use single use, disposable face masks:

1		Always sanitise or wash your hands with soap and water before putting on and removing a mask.
2		Make sure the mask is completely covering your nose, mouth and chin with the colored side facing out.
3		Pinch the mask at the bridge of your nose to keep it secure.
4		To remove a used mask, hold only the ear loops and lift away from your face.
5		Change and dispose of your mask if it becomes soiled or wet.
6		Wash your hands with soap and water after disposing the used mask in a rubbish bin.

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 to 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.

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

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,
- ◇ Wear a face mask,
- ◇ 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 additional Personal Protection Equipment (PPE) if instructed, and
- ◇ Leaving your contact details, 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 sanitizer. 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.

Individual Hand sanitisers will be provided to Meals on wheels Volunteers, when attending round deliveries.

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, with meals to be placed on chair or table at the clients front door)
- 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.

Use of Personal Protective Equipment (PPE)

Gloves are currently optional. Limited supplies are available upon request for use whilst Volunteering. Good hygiene practices still need to be maintained if using gloves.

If using gloves; ensure you wear the correct size, remove any jewellery, wash or sanitise hands prior to wearing gloves and after removing gloves. Gloves need to be changed after each activity and are designed for single use only to avoid any potential cross contamination.

How to use and safely dispose of Gloves

Putting on Gloves (recommend to glove your dominate/writing hand first):

- Wash or sanitise your hands ,
- Grab a glove with your hand by the edge (only touching the inside of the glove cuff)
- Side/place your hand into glove with palm facing down and fingers open
- Repeat above steps, placing glove on alternate hand,
- Once both hands are gloved make any adjustments.



<https://www.wikihow.com/Put-on-Sterile-Gloves#Sliding-on-Your-Gloves>

Removing Gloves

- Pinch & hold outside of the glove near wrist, peel downwards away from wrist turning glove inside out .
- Pull glove away till removed from hand, holding the inside-out glove with your gloved hand.
- With your un-gloved hand, slide your finger/s under the wrist of the remaining glove.
- Peel downwards turning glove inside out and dispose of safely in the bin.



<https://www.globus.co.uk/img/disposable-glove-donning.jpg>