

# Guidance for Volunteers Community Fundraising in a pandemic

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Firstly, we understand that everyone's personal circumstances are unique and that everyone will need to decide what is best for them. If you would like to have an individual conversation, please don't hesitate to contact our Supporter Care Team on 0345 143 0234.

The safety and welfare of our service users, volunteers, staff, donors and dogs remains our top priority. Guide Dogs continues to follow applicable legislation as well as all guidance issued by the UK Government, Scottish and Welsh Parliaments and Northern Ireland Assembly.

With the lifting of restrictions, we have reviewed the guidance and are here to support volunteers who wish to return safely to their activities.

When the stay at home order for your area is lifted the following activities can be resumed so long as you follow the government guidance for your area and the guidance listed for that activity within this document.

- Emptying of collection boxes.
- Banking  
Outdoor activities by individuals only (note there may be an additional person when supporting a colleague who requires access assistance)
- Collections, distance selling, NAP visits, cheque presentations and merchandise stalls.

Once restrictions in your area allows the opening of non-essential retail and leisure activities then the following activities can also resume.

- Indoor collections
- Indoor merchandise stalls, keeping numbers to a minimum as per government guidance for your area and as advised in this document
- Speaking engagements
- Pop up shops

To keep you safe any other events or activities would need to be agreed before commencing so please contact our supporter care team.

The government road map includes the lifting of restrictions to resume group events. We ask that if you are planning to hold an in person fundraising group meeting or a fundraising group social event, even when the restrictions where you live allow, that you contact us to discuss your plans so that we can work with you to ensure your safety.



Before you take part in any activity, we ask that all volunteers please complete the following:

## **Volunteer Self-Assessment Checklist**

Volunteers should ask themselves the following questions before any activity that involves leaving your home. Any change in health must be reported to your volunteer manager.

1. Have you or any member of your household had any of the symptoms of COVID-19 in the last 10 days?
2. Have you been contacted by the relevant testing service and asked to self-isolate or are you already self-isolating?
3. Are you, or have you previously been, classed as extremely clinically vulnerable and currently advised to shield?

If you have answered yes to any of questions 1-3, please do not volunteer and follow government guidance.

If you have answered no to the above questions please proceed to questions 4 and 5.

4. Are you aware of the latest government guidance for where you live?
5. Do you feel comfortable to undertake your volunteer activity?

If yes, you will need to follow the government guidance for your local area on social distancing and can proceed with permitted activities.

In terms of volunteering for Guide Dogs, these are not permitted.

- Activities which break the 2-metre social distancing guidance
- Holding group events without permission
- Visits to our sites

## **Health Check**

If you develop symptoms of COVID-19 such as a new, continuous cough and/or a high temperature/loss or change of smell and taste whilst volunteering in the community you should go straight home and stay home for 10 days from onset of symptoms and follow Government guidance on testing.

If you live in a household where someone else develops symptoms of COVID-19 then you must stay at home and isolate as per Government guidance.

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If you are contacted by NHS testing service, you should follow the instructions provided on the notification and self-isolate.

## Identifying Vulnerable People

If you are classed as vulnerable to COVID-19 you should follow the guidance you have been given and only undertake volunteering roles that enable you to stay 2m away from others in the environment where the activities are undertaken.

## Government Guidance Relevant to your Volunteering

The government states that it is everyone's responsibility to adopt the following principles wherever possible. None of these principles can completely remove the risk of catching coronavirus on their own. You need to use them all wherever and whenever appropriate

**Maintain social distance from people outside your household** - The government recommends that you keep two-metres away from people, Guide Dogs does not recommend any activity that would require less as a precaution.

1. **Keep your hands and face as clean as possible** - Wash your hands often using soap and water and dry them thoroughly. Where available, use sanitiser outside your home, especially as you enter a building and after you have had contact with surfaces. Avoid touching your face.
2. **Avoid crowded spaces** - Pick quiet times to carry out any activity.
3. **Volunteer from home where you can** - If you can do your volunteer role virtually from home you should continue to do so.
4. **If you have to travel, think about how and when you travel** - If possible, walk or cycle. If you have to use public transport avoid peak times and follow the guidance provided by the Government <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>. You should avoid travelling in a private vehicle with people outside of your household/bubble.
5. **Face coverings** - You must check local guidance for where you live for when you need to wear a face covering, this includes when travelling on public transport across the UK. It is important to use face coverings properly and wash your hands before putting them on and taking them off. <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>.
6. **Cleaning of equipment** - We encourage you to clean any equipment you use before and after activities using suitable disposable cloths and a cleaning agent.
7. **Avoid shouting** - This can increase the distance droplets and aerosols people release and therefore the risk of transmission between people in close proximity to those outside their household.



8. **Reduce the number of people you spend time with when volunteering.**
9. **When volunteering with others** ensure you work side by side and avoid facing each other and only work within your fixed group/partnering - volunteer with the same people, try to avoid mixing
10. **Wash your clothes regularly** - There is some evidence that the virus can stay on fabrics for a few days, although usually it is shorter. Therefore, if you are working with people outside your household, change and wash your clothes regularly.
11. **When on public premises, check they are COVID-19 Secure** - There should be a poster displayed stating this, and follow the advice on site.

## Essential Steps for Taking Part In Fundraising Activities

Guidance to be followed when restrictions for your area allow.

Before any permitted activity you should ensure that:

1. You, and any volunteers you ask to attend activities, have gone through the [Volunteer Self-Assessment Checklist](#) (this should be done each time any volunteering takes place).
2. Any private or public venue being used is COVID-Secure and that you and all volunteers understand what safety measures the venue expects visitors to use when attending the venue.
3. No activity takes place that would break a 2 metre social distance.
4. No group volunteering activities of more than 6 people occur.
5. You consider how you will travel and how you will do this safely.
6. You have a face covering ready for use as required in public spaces.
7. You have disposable cleaning items to clean any equipment before and after use.

During any permitted activity you should:

1. Always maintain 2m social distancing.
2. For taking payment of cash, cheque or for handing items over, ensure the 2m distance is maintained. Any items should be placed on a table for pick up by the other party.
3. For taking payment using card, the machine should be cleaned before and after each use. It should be placed on a table for use by the other party, then cleaned again.
4. Maintain regular hand washing/sanitising and good personal hygiene throughout the activity.
5. Clean any equipment before and after use.

6. Have a face covering ready for use as required in public spaces.
7. Do not allow the public to touch any dogs that attend.
8. As always, be polite and respectful to others. Be mindful that the public response to fundraising may differ and some people may not wish to engage with you in the way that they did before.

## Permitted Activities

The following activities are permitted when restrictions where you live allow and do not require further permission from the Community Fundraising Team provided you follow the general guidance above and the practical tips listed for each activity.

### Servicing Collection Boxes

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Try to pick quieter times to visit stores.

### Banking Income

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Try to pick quieter times to visit branches.

### Cheque Collections/Presentations

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Agree a quieter time to visit venue.
- Do not shake hands with the supporter.
- If there is a photo opportunity only one person should hold the cheque to maintain 2m social distancing.

### Speaker Engagements

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Send details of any speaking engagement to [speakers@guidedogs.org.uk](mailto:speakers@guidedogs.org.uk).
- Do not shout or raise your voice as this can increase the distance droplets and aerosols people release and therefore the risk of transmission between people in close proximity.

### Outdoor Collections

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Ensure that you let the Supporter Care team know about your planned event.



- Use a table between volunteers and public - to maintain a minimum of 2m distance.
- Buckets must be placed on a table at all times.
- Ensure hand sanitiser (at least 80% Alcohol) is available for both volunteers and public.

## Indoor Collections

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Check with the venue on the number of collectors allowed at any one time.
- Ensure that you let the Supporter Care team know about your planned event.
- Use a table between volunteers and public - to maintain a minimum of 2m distance.
- Buckets must be placed on a table at all times.
- Ensure hand sanitiser (at least 80% Alcohol) is available for both volunteers and public.

## Outdoor/Garden Sales of Donated Goods

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Ensure that you let the Supporter Care team know about your planned event.
- Must be outdoors.
- Use a table between volunteers and public - to maintain a minimum of 2m distance.
- Hand Sanitiser (at least 80% alcohol) should be available at entrance and used by all volunteers and attendees before entering.
- Hands should be washed/sanitised after touching or handling items or cash.
- Disposable gloves should be worn whilst sorting stock. Any gloves that are used to handle potentially contaminated items will themselves become potentially contaminated so should be safely removed and disposed of immediately after use before touching any other surfaces, and the sorter should wash their hands/apply hand sanitiser.
- Clean any stock, or leave untouched for at least 72 hours before displaying goods.
- A sign should be used advising people not to touch goods other than when purchasing. Should someone touch items, encourage them to sanitise their hands again.
- Limit the number of attendees on site to maintain social distancing guidelines.

- Consider how any queuing will be managed, whilst maintaining social distancing.

## Merchandise Stalls

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Ensure that you let the Supporter Care team know about your planned event.
- Hand Sanitiser (at least 80% alcohol) should be available at the entrance and used by all volunteers and attendees before entering or touching stock.
- Hands should be washed/sanitised after touching or handling items or cash.
- Use a table between volunteers and public - to maintain a minimum of 2m distance.
- Disposable gloves should be worn whilst sorting stock. Any gloves that are used to handle potentially contaminated items will themselves become potentially contaminated so should be safely removed and disposed of immediately after use before touching any other surfaces, and the sorter should wash their hands/apply hand sanitiser.
- Display only one of each item, then use clean stock for any items purchased.
- Tombola tickets should be drawn, opened and binned by the person hosting the stall. Hand sanitiser should be used each time before picking a ticket.
- Assign someone to manage the queue whilst maintaining social distancing.

## Distance Merchandising

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Only distribute catalogues to venues/individuals who have agreed to receive one.
- Disposable gloves should be worn whilst sorting stock.
- Hands should be washed/sanitised after touching or handling items or cash.
- If posting anything through letterboxes, ensure that you wash/sanitise your hands before and after touching door furniture.
- If delivering items to a home: leave items on doorstep, knock on door and then step 2 metres away (it is useful to carry a 2m dog lead or rope to ensure distance is kept). Repeat in reverse for collection of order forms or cash from the home you are visiting.
- If delivering to a venue, money or items should be placed on a table for pick up by the other party.

## Name a Puppy Visits

Practical requirements:

- Ensure that all [Essential Steps](#) are taken.
- Agree a quieter time to visit venue.
- Ensure a 2m social distance is adhered to.
- Do not shake hands with the supporter.





- Only the puppy walker should handle or touch the puppy during the visit.

## **Pop Up Shops**

This is now a permissible activity, however as is usual for this activity, is subject to some additional steps. Please contact Supporter Care to discuss before agreeing on any leases or rent for Pop Up Shops.

## **Activities That Require Further Guidance and Consideration**

We understand that the guidance is changing frequently, and we therefore want to work with our volunteers to review the safe return to activities they are comfortable with. If you have an event outside of the permitted activities mentioned above, that you feel complies with all the latest government guidance for your area, please contact Supporter Care on 0345 143 0234 to discuss.

## **Frequently Asked Questions**

### **How do we proceed with collection boxes in local shops that have closed?**

If you are able to get in touch with the stores or landlords and we can make safe arrangements to collect the box, please follow the volunteer checklist and if you have any concerns contact Supporter Care on 0345 143 0234

### **Many of my volunteers are shielding or self-isolating. There is a huge reluctance to take risks, how will Guide Dogs cope?**

We are putting your wellbeing first, we do not want any volunteers to undertake any volunteering that goes against any advice they have been given by the government. Even as advice changes you should restart your fundraising volunteering when you and the members of your group feel comfortable. Please take advantage of the virtual opportunities such as our Virtual Collections.

### **When collecting money should I leave it for a few days before counting?**

Always sanitise any cash collecting devices before counting. Alternatively, sealed containers should be left for 72 hours or more. If you do count immediately, please ensure you maintain excellent hand hygiene and refrain from touching your face. We recommend that you wear gloves and face coverings whilst counting money.

**Are we looking at getting more contactless machines or other devices as we are becoming a cashless society?**

There are contactless machines available, please contact Supporter Care. We are also looking to providing each volunteer who wishes one with a QR code that can be scanned by supporters to donate by smartphone.

**I am over 70 and comfortable with social distancing, can I take part in the permitted activities above?**

Yes if you feel comfortable to do so. Please complete the Volunteer Self-Assessment Checklist and follow the guidance provided before taking part in any activity.

**Who is covering the cost of Zoom calls for speakers delivering virtual talks?**

We have found that the venue is usually the host for these events and the speaker joins as a guest. If have any requests, please contact Supporter Care.

**Can a Name a Puppy Account be extended as the business/organisation has been shut down during the pandemic?**

Yes, we will work with all our Name a Puppy supporters to provide an extension of the fundraising period.

**If we are given approval to do an activity, can I let members of the public touch my dog?**

No, we advise that you do not let anyone touch your dog. Our guidance states that a two-metre social distance rule should be observed and this should help to prevent anyone being close enough to touch your dog. In addition, Guide Dogs do not advise that any spray is applied to a dog's coat, should you wish to take extra precautions when out in the public, a cloth dampened with water only can be used to wipe the coat down. You may wish to keep a damp cloth in a bag with you when you are out. Should you have any queries or concerns, you should contact your local Puppy Walking Supervisor or your local Community Team.

**Should I complete the Volunteer Self-Assessment Checklist before every activity?**

Yes, as the [Volunteer Self-Assessment Checklist](#) relates to symptoms and ever-changing government guidance you should complete it prior to each activity session you partake in.

**Who should I contact regarding any fundraising enquiry?**

Supporter Care team should be your first point of contact and they can provide help and assistance for all of your enquiries please contact them on 0345 143 0234.