

# Grúpa Freagartha Pobail Ghleann Cholm Cille – Covid-19

## Treoirínte d'oibrithe deonacha agus iad i mbun seirbhís seachadta do dtí an doras

1. Tá an tseirbhís seo á sholáthar de réir treoirínte an FSS, mar sin déan cinnte na treoracha a leanúint i gcónaí i dtaobh do lámha a nigh, sraothartach/casacht, agus achar sóisialta (Féach na doiciméid treorach thíos, faoi uimhir 10)
2. Nuair a fhaightear glaoch ó dhuine atá i mbun féin leithlisiú, beidh an ordú bia agus oidis socruithe acu cheana féin leis an siopa/cógaslann. Tá freagracht ar an duine ar leithlis an íocaíocht a shocrú leis an siopa/cógaslann
3. Ar mhaithe le sábháilteacht gach duine, iarrtar ar oibrithe deonacha cloí go dian leis an treoir, agus gan airgead a láimhseáil
4. Nuair is féidir, iarrtar ar chomhordaitheoirí agus oibrithe deonacha bailiúcháin agus seachadtaí a reáchtáil ina gceantair féin. Tuigimid nach mbeidh sé seo indhéanta i gcónaí, agus go mbeidh bailiúcháin déanta uaireanta ag daoine deonacha eile atá ar an bhóthar cheana féin. Iarrtar sa chás seo go mbuaileann duine de na hoibrithe deonacha áitiúil leis an té eile, agus go ndéanann duine áitiúil an seachadadh
5. Is iad na comhordaitheoirí an chéad phointe teagmhála do chliant, ach má dhéanann cliant teagmháil le duine de na hoibrithe deonacha áitiúil, bí cinnte go gcuireann sibh an t-iarratas faoi bhráid comhordaitheora, is cuma cé chomh simplí agus tá sé. Tá gá gach uile iarratas/seachadadh a chlárú mar gheall ar chúinsí sábháilteachta, slándála agus inrianaithe.
6. Nuair a shroicheann tú do cheann scribe, bí cinnte do lámha a dhíghalrú agus bain úsáid as trealamh cosanta pearsanta – miotóga agus masc aghaidhe más féidir. Déanfaidh muid gach iarrach an trealamh cosanta pearsanta a chur ar fáil do gach oibrí deonach, ach bheadh sé ina chuidiú dúinn dá mbeadh do cheann féin agat
7. Nuair a bhaineann tú teach amach, buail cloigín an dorais nó buail cnag ar an doras, agus seas siar ar a laghad 2 méadar / 6 troigh ón doras. Bí cinnte go n-aithníonn an cliant an seachadadh. An seachadadh a dheimhniú leis an chomhordaitheoir nuair a dhéantar é
8. Caithfidh tú tuairisciú ar ais chuig comhordaitheoir an ghrúpa nuair atá an seachadadh déanta agus aitheanta ag an gcliant. Bí cinnte, mar gheall ar rialacha Cosaint Sonraí, nach gcoinníonn tú sonraí pearsanta dhaoine, agus nach roinneann tú iad taobh amuigh den Ghrúpa Freagartha Pobail Covid-19, Gleann Cholm Cille. Clúdaíonn an rial seo ainmneacha, uimhreacha teileafóin agus seoltaí
9. **TÁBHACHTACH:**  
Má tá comharthaí cosúil le fliú ort ar nós fiabhras agus / nó casacht, nó ar duine de do theaghlach, **FAN AMACH ÓN SCÉIM** go dtí go bhfuil do thréimhse féin-aonrú thart / go dtí go bhfuil biseach ort
10. Ar mhaithe le do chuid eolais féin, agus do shábháilteacht agus sláinte, tá cóipeanna de doiciméid treorach ón FSS agus an Roinn Forbartha Tuaithe agus Pobail. Iarraimid ort an t-am a ghlacadh leis an eolas seo a léamh:
  - a) *Sensible Volunteering in response to COVID-19*
  - b) *Advice on the Recruitment of Volunteers for Community & Voluntary Groups*
  - c) *Volunteering Safely During Covid-19*
  - d) *Effective Hand Washing*



# Glencolmcille COVID-19 Community Response Group

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## Guidelines for Volunteers when doing a 'Shop and Drop'

1. This service is being provided in line with the HSE guidelines and so you must always ensure that you follow their instructions at all time with regard to hand washing, sneezing/coughing and social distancing. (Please see *guidance* documents listed under 10. below).
2. On receipt of a call from people socially isolating, food & prescriptions orders will have already been made with a shop/chemist. It is the responsibility of the person in isolation to arrange payment with the shop/chemist.
3. In the interest of *everyones* safety, (& security) Volunteers are asked (strictly) not to handle money.
4. Where possible, both coordinators & volunteers should link pickups/delivery with their own townland/local area. Appreciating this may not always be the case, where a collection may be done by a volunteer already on the road or passing by the shop/chemist where the collection is to be made and so in that instance we would encourage the volunteer collecting the package to link with a volunteer from the clients own locality for the final drop.
5. The co-ordinators are the first point of contact for clients, however, should a client reach out to a volunteer locally, please always make sure that you refer the request (regardless of how local or simple it is) to the co-ordinator. All requests/deliveries must be logged for safety, security and traceability purposes.
6. When you arrive at your destination, remember to sanitise your hands and use the correct PPE – gloves/mask (if available). We will make every effort to provide all volunteers with required PPE, however it will help us greatly if you can assist us where possible.
7. On arrival, ring doorbell/knock and stand back a minimum of 2mtrs / 6ft away from the door – always take the time to make sure the delivery is acknowledged by the receiver. Confirm delivery with the coordinator when completed.
8. You must report back to the group co-ordinator when the delivery is completed and acknowledged by the client. Please be aware that Data Protection prohibits your sharing or retaining people's personal information outside of the GCC Covid-19 Community Response Group, including names, phone numbers or addresses.
9. IMPORTANT: If you or anyone in your family is experiencing symptoms of illness or has been in close contact with anyone experiencing symptoms in any form, PLEASE REMOVE YOURSELF from the service until such time as your isolation period/recovery is complete.
10. For your own information, safety and well-being, as part of this Volunteer pack we enclose copies of guidance documentation issued by the HSE & Dept of Rural & Community Development. We would encourage you to please take the time and familiarise yourself with this information:
  - a) *Sensible Volunteering in response to COVID-19*
  - b) *Advice on the Recruitment of Volunteers for Community & Voluntary Groups*
  - c) *Volunteering Safely During Covid-19*
  - d) *Effective Hand Washing*

