



# DARLING RANGE Seniors Hub

PO Box 220, Kalamunda, WA 6076

Tel: 0404 957 780

hello@drseniorshub.com.au | www.drseniorshub.com.au

ABN: 46948254623

## **Neighbour Connect Program Volunteer Guidelines**

### **GOAL**

We aim to pair volunteers with requesters who live close by, ideally within blocks (our goal will be to reach out to more than one volunteer each time). We will aim to connect the volunteers and requesters first via text or email, then phone call.

### **GUIDELINES**

We ask all volunteers to follow these guidelines:

- All volunteers will be required to complete the Volunteer Survey prior to commencing as a Darling Range Seniors Hub Volunteer
- Darling Range Seniors Hub Volunteers will be covered by the Hub's Volunteer Insurance while undertaking volunteer work arranged by the Hub
- For each new contact between a volunteer and requester, a Hub representative will contact the requester and will:
  - Introduce themselves and the volunteer
  - Confirm what the requester needs
  - Ask and confirm time for request to be completed in
  - Confirm requester's address
  - Confirm payment and delivery methods (if delivering items – requesters are to arrange the ordering and payment details directly with the retailer)
- Volunteers conduct contactless delivery to minimize risk of exposure.
  - Agree beforehand where items need to be left (e.g. veranda, garage).
  - Upon delivery, notify the requester via text or call.
  - Volunteers are not to accept cash.
  - Provide photo ID, e.g.: drivers licence as proof of ID.
  - If you have previously agreed to ring the doorbell/knock on the door, step at least six feet away from the door.
  - Do not enter the requester's home.
  - Wear gloves.
  - Wash or sterilize your hands (for 20+ seconds with soap and water) before any drop off /pick up and wash your hands after any drop off /pick up
- Take 'Clorox' wipes or similar in a zip lock bag when engaging in the errands, and use to sanitize common surfaces; alternatively, use hand sanitizer once back in the car, and consciously do not touch your face during the entirety of the errand.
- Everyone should take precautions with the assumption they have already contracted coronavirus. Prior to assisting a requester, please make sure you have no symptoms of illness. If you do, please stay at home and let us know so we can connect the requester with another volunteer. We are happy to do this--please stay home if you are sick.
- This is a purely volunteer plan so volunteers will not be reimbursed for fuel or vehicle maintenance.

**The Darling Range Seniors Hub would like to thank you for your interest in  
volunteering to assist our Kalamunda Community**