

Sparsholt Community Support Group

Health and Safety Briefing - Version 01 on 25th March 2020

Direction for Telephone Responders

- Reiterate only current Government/Dept of Health advice, noting that it changes
- Direct callers to the Government website, advise them to follow changing government guidance on the news
- If they're unwell, direct callers to NHS 111 and emphasise government advice about self-isolation with those living in the same accommodation, whilst waiting for a test or medical advice

Direction for Deliverers

- Follow current government advice all the time – at home as well as when delivering.
- Keep to recommended social distancing limits - stay at least 2 metres from anyone you see
- Ensure very high standards of personal cleanliness, particularly washing of hands
- Wear disposal gloves to collect and deliver goods
- Leave goods on the doorstep. Ring the door bell so that the recipient knows that the delivery is being made
- Do not, even if asked, offer advice about medical treatment – always refer them to the advice given by their GP, the government information services, government health services, the NHS telephone number 111 or its associated website.