Management of donations, food donations and distribution: COVID 19 protocol

[Service Name] needs to follow simple protocols to minimise the risk of exposure during the COVID 19 pandemic to protect clients, staff and volunteers who support [Service Name].

[Service Name] is implementing its duties under Work Health Safety legislation to minimise the risk of infection and transmission and have identified the need to minimise the number of people physically presenting to [Service Name] with donations, food donations and its distribution.

[Service Name] is following simple protocols to minimise the risk of exposure during the COVID-19 pandemic to protect clients, staff and volunteers who support it.

## Minimising risks of exposure from donations

**Contact**

1. Volunteers, community members and [others] should contact the [Service Manager] to identify the donations they have secured to see if it is needed currently at [Service Name].

**Confirm the need**

1. If donations are suitable and needed, the [Service Manager] will identify a suitable time for donation delivery.
2. The [Service Manager] will specify where donations are to be left to minimise the number of people allowed to enter the service un-necessarily.

**Quarantine or Clean**

1. [Service Name] staff will undertake the following actions to manage donations:
* Where donations are non-perishable goods (soft furnishings / clothing / toys / tinned food) they will be left untouched at the donation point for 48 hours (based on WHO advice regarding the length of time COVID-19 might exist on a hard surface). Donations can then be brought safely into [Service Name] and stored away. Staff must follow strict hygiene guidelines and wash hands and clean surfaces once all donated supplies have been stored.
* For perishable food supplies, bring those supplies into [Service Name] and store them away ASAP. Staff must follow strict hygiene guidelines and wash hands and clean surfaces once all donated food supplies have been stored following [Service Name] protocols.

**Communication**

1. Volunteers and community members will be supported to understand the commitment [Service Name] has to minimising the risk of COVID-19 infection and the active role that staff take to maintaining the health and wellbeing of all people supported through [Service Name].
2. Volunteers and community members must agree to advise the [Service Manager] if they become ill or are exposed to a person who is infected with COVID-19.