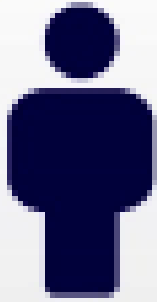


Your Organisation, Services and Covid 19 Things to Consider

YOUR Volunteers



- Will existing volunteers return?
- Are you overly reliant on a particular age group?
- Is adequate PPE on hand for volunteers?
- Update your volunteer policy and roles to include COVID-19.
- What training must new and existing volunteers undertake?
- How will you ensure volunteers/staff feel safe and valued?

YOUR Premises



- How have you planned to control access to premises?
- Are the required social distancing measures in place?
- Must you update your insurance policy?
- Have you defined the maximum capacity of premises?
- Have you installed appropriate barriers and screens?
- What is the plan for communal space use
- Have you devised a COVID-19 plan to cover how you will now operate?

YOUR Services



- Can you operate at pre-COVID-19 levels?
- Will your opening hours change?
- What are the financial implications of these changes?
- How will the changes affect your service users?
- How can you minimise disruptions to service users?
- Do you have the finances to implement the necessary changes?
- Are supports available to assist your services?

YOUR Service Users / Customers



- Are your customers/ service users aware of when and if you are operating?
- What is the plan to communicate service changes?
- Will you cater for drop-ins or “by appointment only”?
- If by appointment only, how will the process be managed?
- Do you have hand sanitiser/ wipes available for use?
- Do you have the capacity to make cashless payments?
- Have you trialled your new procedure as a service user?

YOUR Reputation



- How have you demonstrated commitment to COVID-19 suppression?
- How will you ensure service users feel safe and valued?
- Is official COVID-19 signage displayed?
- What safeguards are in place for service users?
- Is there a reporting mechanism for those with a complaint?
- Do your new processes compare with those in your sector?