

Besom in Histon & Impington- approach to working re COVID-19/Corona Virus.
For referring professionals

From: Martin/Angela/Tony. 18 March 2020.

This note is to advise you of our proposed ways of working in the light of the latest government advice regarding COVID-19.

Our aim is to continue to assist the clients you refer to us. The very serious nature of the virus means we have reviewed how we work and how we support clients. We are discussing further how our services can best deliver help, as new needs can be expected to arise due to loss of income and isolation.

In general, we will aim to follow government recommendations and sensible steps:

- to avoid direct contact between people, both volunteers and clients to minimise the spread of infection;
- to ask all volunteers to stay home if they are showing symptoms or have been in contact with someone who has developed a fever, or new, persistent dry cough;
- to notify the Besom team if they become unwell within a week of volunteering;
- we will have anti-bacterial spray and sanitizer available in our transport for volunteers;
- we ask referring professionals please to speak to clients about any possible exposure to the virus before they contact Besom and inform the clients that the Besom volunteers will be avoiding direct contact and asking for distance of about two metres to be maintained.

Specifically:

Distribution of goods: we will aim to avoid close contact with donors and recipients. If goods can be collected and/or left on the doorstep then that is ideal. Some goods are too heavy to allow this and in this case the client will be asked to move to another room or step outside while we work.

Projects: we will continue to offer help when we can minimise personal contact. i.e. we will not expect to be close (within ~2m) to clients and we will not expect volunteers to work in close proximity to each other. So, most garden work can continue.

Any interior jobs will be carefully assessed beforehand. Carpets should still be able to be laid while volunteers are available.

Some of our volunteers are over seventy years old but in good health. Therefore, if they are willing to continue, we will accept their help.

We expect collections and deliveries to substantially reduce during these exceptional times and so intend to offer our services to help collect and deliver food as required through food-banks and other agencies. The same criteria will apply.

Please let us know how we can help and support you. We will continue to hold you and our mutual clients in prayer.