



Islamic Relief Worldwide

Guidelines for fundraisers and volunteers

April 2020

This guidance seeks to assist our fundraising staff and volunteers (hereby to be referred as "Staff") in operating safely during the coronavirus pandemic.

During this time of unprecedented crisis Islamic Relief is encouraging all staff to work from home as much as they can. We have made provisions for certain critical functions to continue – indeed it is important for our humanitarian mandate not to be compromised. We understand that our staff may have concerns about how they can support our humanitarian mandate safely and at the same time assist local government efforts to prevent the spread of the virus. It is understandable that not every function can be fulfilled from home.

Below is a summary of advice for our staff to follow to protect our communities, whilst continuing to support our humanitarian mandate.

Important facts

- The disease spreads from person to person through small droplets with sufficient viral load when a person infected with COVID-19 coughs, sneezes or exhales.
- These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth.
- People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs, sneezes or exhales droplets. This is why it is important to stay more than 2 meter away from other people.
- The most common symptoms of COVID-19 are fever and dry cough.

For more factually correct information please refer to the Useful Links section below.

Please remember at all times

- Fundraisers or volunteers who are vulnerable, as well as individuals whom they live with, should be supported as they follow the recommendations set out in our earlier advisories and updates (please visit NHS to see the list of people at higher risk: <https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-people-at-high-risk/>).
- Where working from home cannot be followed in full in relation to a particular function take all the mitigating actions (please see below) possible to reduce the risk of transmission between the staff (fundraisers and volunteers) and from staff to our communities and vice versa.
- If any function can be postponed without a significant determinant to our humanitarian mandate then it should be postponed.
- Staff members who are unwell with symptoms of coronavirus should not travel on or attend any IR business.

Physical distancing principles

- Instructions on physical distancing measures apply to everyone and should be followed at all times. Offices, function spots, possible gathering places need to avoid crowding and minimise opportunities for the virus to spread by maintaining a distance of at least 2 metres (3 steps) between all individuals at all times.
- This instruction applies both to inside the office and when staff may need to interact with the supporters or other members of the community.
- Colleagues should be reminded to wash their hands regularly using soap and water for 20 seconds and particularly after sneezing or coughing. Where facilities to wash hands are not available, hand sanitiser should be provided and used.
- Please do your best to remember not to touch your mouth, nose or eyes as much as you can.

Call centre volunteering

Before your shift

- Travel to the office, in a way which minimises your risk of exposure to the virus (cycling, shortest route, travel off peak times).
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Sanitise your hands before entering the office

During your shift

- Keep the distance from other people at 2m.
- Do not change your allocated desk.
- Use a tissue if needing to open doors/touch handles and dispose after.
- Sanitise/wash your hands after coming into contact with items away from your desk.
- Develop a habit of not touching your mouth, nose and eyes.

After your shift

- When you get back, wash your hands and disinfect items you have used.
- When taking your gloves off, do not touch the exterior of the glove with your bare skin.
- Non-disposable gloves must be washed after every use.

If working in and with vulnerable communities members

- Please remember, washing hands with soap for at least 20 seconds, maintaining a distance of 2 meters with everyone is one of the most effective ways of reducing the risk of infection for you and other people. This includes when you arrive at the home of the person you care for, if you do not live with them, or have been out.
- If handing something over to a community member put it on the ground move back and ask the person to come forward and pick up the item while maintaining 2 meters distance at all times.
- If it is not possible to remain 2 metres apart, staff should work side by side, or facing away from each other, rather than face to face.
- If face-to-face contact is essential, this should be kept to 10 minutes or less.

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- do not visit anyone if you are unwell and make alternative arrangements with the organization
- If helping out with shopping try using contactless payment and keep receipts, advice and insist that all the vulnerable recipients of the items do disinfect the items upon reception (antibacterial solutions, surface wipes, soap and water, bleach, surgical spirit are all good to kill the virus).
- If the person you care for has symptoms, and you are not in a clinically 'vulnerable group' with increased risk of severe illness you can continue to provide care. You should review the above guidelines to take measures to protect yourself and others in the household as best you can by following advice on hygiene and distancing where possible

Protective equipment for community facing staff

- There is very little scientific evidence of widespread benefit from the use of face masks outside of the clinical settings (hospital, care homes or caring for someone vulnerable).
- If face masks are available staff should be provided with a face mask however please note that the face mask protects others from you rather than you from the others.
- Staff must be provided with disposable gloves and hand sanitizers every time they are asked to face the community members.

Your rights

- Check that there is a clear system in place for getting in touch with the organisation (e.g. when cancelling a shift). If you're unsure of what this is, ask. Also, make sure that your emergency contact details are up-to-date.
- It's important that you can discuss honestly your situation and that managers exercise their duty of care towards you. At a minimum, this should be about encouraging volunteers to be cautious and to take care of themselves.
- If you decide not to volunteer for any reason our organisation will support your decision.
- We will include volunteers in decision-making around plans and policies affecting them. Having you around the table will ensure that your concerns are heard and addressed.
- It is important that you look after your own health and wellbeing as well as supporting others you care for. Draw on support you might have through your friends, family and other networks during this time. Try to stay in touch with those around you over the phone, by post, or online. Let people know how you would like to stay in touch and build that into your routine. Please don't hesitate to use following services:
 - Every mind matters: <https://www.nhs.uk/oneyou/every-mind-matters/>
 - If you would like to talk to someone in confidence whilst volunteering with us, please contact the Muslim youth Helpline or your welcome to talk to us too

and we would be happy to refer you to various specialist assistance. Never hesitate to reach out!

Useful links:

1. **World Health Organization (WHO) Advice for Public:**
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
2. **WHO FAQs:** <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
3. **NHS Advisory:** <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Please do not trust to unverified sources, news or reports and do not disseminate those links within your networks.