



## VOLUNTEER INFORMATION PACKAGE

Volunteer Guidelines:

**Thank you** for volunteering to help others during this difficult time. Please review this information to help make your experience a safe and positive one. Also included in this package are kindness postcards. Feel free to fill them out and let a neighbour know that you are able to help them out if needed.

Once you have registered as a volunteer with Timiskaming Connections and provided your reference check if required, you will be added to the database of volunteers. When a request for help comes in, you may be contacted and connected to the person requiring support.

### Things to remember when volunteering:

- ✓ [Self-monitor](#) for symptoms and if you begin to show COVID-19 related symptoms after registering, do not volunteer.
- ✓ Be sure to practice physical distancing (6 feet / 2 metres) between yourself and others.
- ✓ Avoid direct physical contact with others as much as possible. Leave packages, food or any other provisions at doorsteps, and payments should be made electronically if possible.
- ✓ Do not offer or provide transportation to others.
- ✓ If you are an older adult and/or suffer from underlying illnesses, avoid volunteering that involves personal interaction and consider registering for phone calls.

### Responsibilities:

***Timiskaming Health Unit is responsible for:***

- Organizing requests for help and volunteers
- Connecting those requesting help to resources, supports and volunteers
- Following up with both parties to ensure the transaction was successful

***Volunteers are responsible for:***

- Coordinating payments between themselves and the “client” when running errands (e-transfer, cash). Payment can be made prior to the purchases, via e-transfer, or repayment upon delivery.
- Acting in a responsible manner following all public health [guidelines](#).
- Maintaining their own vehicle insurance; volunteers with Timiskaming Connections are not affiliated with Timiskaming Health Unit, and therefore, will not be covered by the organization’s insurance.
- Being confidential and trustworthy including not asking personal details or banking information from those being helped, and keeping things you learn about the person you are helping private.
- Provide vulnerable sector check.
- If at any time, you are uncomfortable with the request, or issues arise, please contact us.

If you have any questions or concerns, contact us at 1-866-747-4305, Ext. 2278 or [connect@timiskaminghu.com](mailto:connect@timiskaminghu.com)

## Coronavirus Disease 2019 (COVID-19)

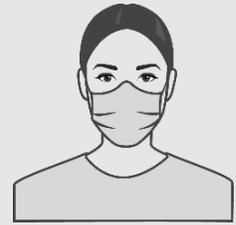
# When and How to Wear a Mask

## Recommendations for the General Public

Wearing a mask can help to prevent the spread of some respiratory illnesses, but it can also become a source of infection if not worn or discarded properly. If you need to wear a mask, you should also be sure to clean your hands frequently with soap and water or alcohol-based hand sanitizer.

### Wear a mask if:

- You have symptoms of COVID-19 (i.e., fever, cough, difficulty breathing, sore throat, runny nose or sneezing) and are around other people.
- You are caring for someone who has COVID-19.
- Unless you have symptoms of COVID-19, there is no clear evidence that wearing a mask will protect you from the virus, however wearing a mask may help protect others around you if you are sick.



### How to wear a mask:

- Before putting on your mask, wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer.
- Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

### How to throw away your mask:

- Do not touch the front of your mask to remove it.
- Remove the elastic loops of the mask from around your ears or untie the strings from behind your head.
- Hold only the loops or strings and place the mask in a garbage bin with a lid.
- Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer after you have discarded your mask.

### More information about masks:

- When a mask becomes damp or humid, replace it with a new mask.
- Do not reuse a single-use mask. Discard your mask when you have finished using it.

# How to handrub

Rub hands for 15 seconds



1  
Apply 1 to 2 pumps of product to palms of dry hands.



2  
Rub hands together, palm to palm.



3  
Rub in between and around fingers.



4  
Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



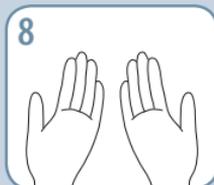
5  
Rub fingertips of each hand in opposite palm.



6  
Rub each thumb clasped in opposite hand.



7  
Rub hands until product is dry. Do not use paper towels.



8  
Once dry, your hands are safe.



**JUST CLEAN  
YOUR HANDS**

Distributed by:



R-36a-MIN (05.10)



# How to handwash

Lather hands for 15 seconds



1  
Wet hands with warm water.



2  
Apply soap.



3  
Lather soap and rub hands palm to palm.



4  
Rub in between and around fingers.

Lather hands for 15 seconds



5  
Rub back of each hand with palm of other hand.



6  
Rub fingertips of each hand in opposite palm.



7  
Rub each thumb clasped in opposite hand.



8  
Rinse thoroughly under running water.



9  
Pat hands dry with paper towel.



10  
Turn off water using paper towel.



11  
Your hands are now safe.

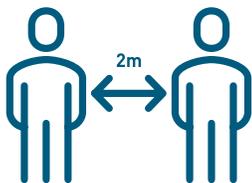


JUST CLEAN  
YOUR HANDS

# PHYSICAL DISTANCING

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Physical distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. With patience and cooperation, we can all do our part.

## What does physical distancing mean?



This means making changes in your everyday routines in order to minimize close contact with others, including:

- ▶ avoiding crowded places and non-essential gatherings
- ▶ avoiding common greetings, such as handshakes
- ▶ limiting contact with people at higher risk (e.g. older adults and those in poor health)
- ▶ keeping a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible

## Here's how you can practice physical distancing:



- ▶ greet with a wave instead of a handshake, a kiss or a hug
- ▶ stay home as much as possible, including for meals and entertainment
- ▶ shop or take public transportation during off-peak hours
- ▶ conduct virtual meetings
- ▶ host virtual playdates for your kids
- ▶ use technology to keep in touch with friends and family



If possible,

- ▶ use food delivery services or online shopping
- ▶ exercise at home or outside
- ▶ work from home

## Remember to:



- ▶ wash your hands often for at least 20 seconds and avoid touching your face
- ▶ cough or sneeze into the bend of your arm
- ▶ avoid touching surfaces people touch often

## If you're concerned you may have COVID-19:

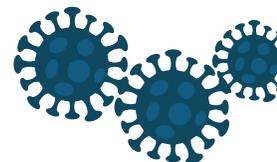


- ▶ separate yourself from others as soon as you have symptoms
- ▶ if you are outside the home when a symptom develops, go home immediately and avoid taking public transit
- ▶ stay home and follow the advice of your Public Health Authority, who may recommend isolation
- ▶ call ahead to a health care provider if you are ill and seeking medical attention

## FOR MORE INFORMATION:

@ [canada.ca/coronavirus](https://canada.ca/coronavirus)

1-833-784-4397



# HELLO! If you are self-isolating, I can help.

**My name is**

.....

**I live locally at**

.....

**My phone number is**

.....

**If you are self-isolating due to COVID-19 I can help with:**

Picking up shopping

Posting mail

A friendly phone call

Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

**Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.**

**#ViralKindness**

# HELLO! If you are self-isolating, I can help.

**My name is**

.....

**I live locally at**

.....

**My phone number is**

.....

**If you are self-isolating due to COVID-19 I can help with:**

Picking up shopping

Posting mail

A friendly phone call

Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

**Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.**

**#ViralKindness**