

ETHICAL GUIDELINES FOR VOLUNTEERS

COVID 19



unicef
for every child

Ethical guidelines for volunteers

In response to the unprecedented threat of COVID-19 Government of Odisha recommends volunteers to abide by the notification issued by Government of India (accessible at: www.mygov.in/covid-19) and Government of Odisha (accessible at: www.health.odisha.gov.in/) for common public. Corona presents many new challenges and volunteers will need to support in novel ways. For the volunteers who undertake volunteering requiring their physical presence, the following are recommended:

Be sure about your fitness to volunteer

- A volunteer must be fit, healthy and prepared for the volunteering task in all respects
- If you have recently returned from abroad, adhere to the specific instructions on this matter and avoid becoming a volunteer.
- If you are a senior citizen and/or suffering from illnesses, avoid volunteering.
- Do not participate in a volunteer program if you or anyone in your family/close contact has traveled to a country affected by a coronavirus infection in the last 3 months or has been diagnosed with coronavirus.

Behavioral Guidelines for Volunteers

1. COVID-19 has and is likely to affect people from many countries, in many geographical locations. When referring to people with COVID-19, do not attach the disease to any particular ethnicity or nationality.
2. Be empathetic to all those who are affected, in and from any country. People who are affected by COVID-19 have not done anything wrong, and they deserve our support, compassion and kindness.
3. Do not refer to people with the disease as "COVID-19 cases", "victims", "COVID-19 families" or "the diseased". They are "people who have COVID-19", "people who are being treated for COVID-19", or "people who are recovering from COVID-19". After recovering from COVID-19, their life will go on with their jobs, families and loved ones. It is important to separate a person from having an identity defined by COVID-19, to reduce stigma.
4. Working together as one community can help to create solidarity in addressing COVID-19.
5. Feeling under pressure is a likely experience for you and many of your colleagues. It is quite normal to be feeling this way in the current situation. Stress and the feelings associated with it

no means a reflection that you cannot do your job or that you are weak. Managing your mental health and psychosocial well-being during this time is as important as managing your physical health.

6. Take care of yourself during this time. Use helpful coping strategies like taking adequate rest and respite during work or between shifts, eat a balanced diet, engage in physical activity and be in contact with family and friends.
7. Avoid resorting to unhelpful coping strategies such as use of tobacco, alcohol or drugs. In a long run, these can deteriorate your mental and physical well-being.
8. Some healthcare workers may unfortunately experience avoidance by their family or community owing to stigma or fear. This can make an already challenging situation far more difficult. If possible, staying connected with your loved ones, including through digital methods, is one way to remain connected.

Social media guideline

1. Social media should be used only by the Government to communicate official information and propagate government policies to people.

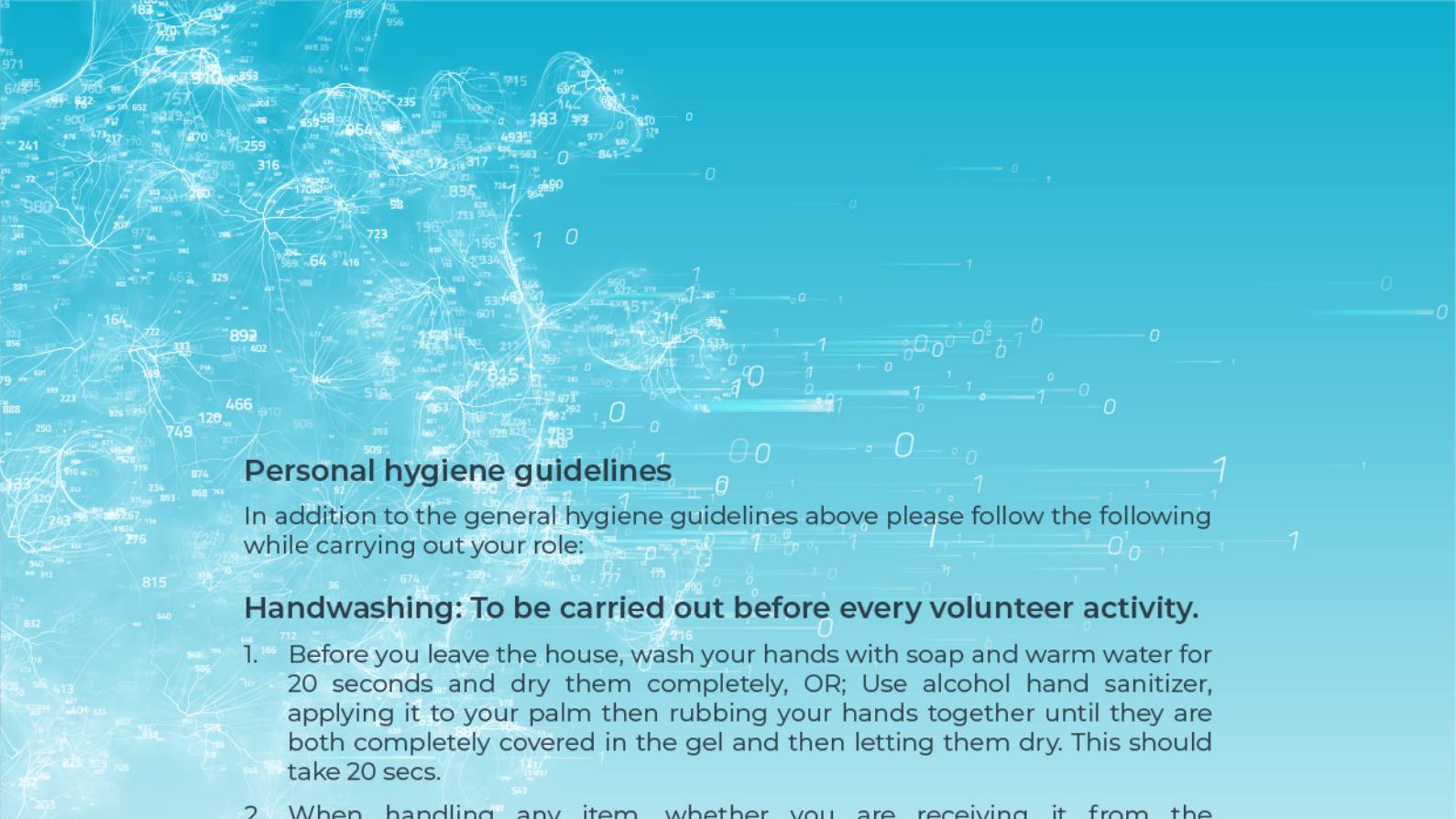
2. Great care must be taken to avoid propagation of unverified facts, frivolous or misleading rumors which tend to circulate often through miscreants on social media platforms.
3. No information/ photograph/ video/ audio should be posted or shared by any volunteer on COVID-19 on any social media platform.

Precautions for supporting persons on self-isolation

1. While delivering groceries, library books, prescriptions or any item to someone in self-isolation, you should maintain a safe distance (2 meters) from that person.
2. If you are delivering to a highly vulnerable household, please drop the goods at their door and text them to tell that delivery has been made. In case, numbers have not been exchanged, drop the goods at the doorstep at the agreed time.
3. Under no circumstances, should you enter anyone's house.
4. While talking to individuals, please remain outside the house - a minimum of 2 meters away and spend no longer than 15 minutes talking to them.
5. To prevent the risk of theft or accusation, please do not handle money or bank cards. Deliveries and pickups for people should be pre-paid for whenever possible.
6. Please keep the receipts provided and give them to the individual with their goods.

Protecting yourself

1. Do not lend money to the beneficiary or offer to buy them things. This is not your role and if you do it once, it will be difficult to say no in future.
2. Don't give any medicines to the beneficiaries – you never know what they may be allergic to,
3. Do not transport people as part of your volunteer role. This is because, while transporting you cannot keep a safe distance and your safety cannot be ensured.
4. In addition to physical boundaries, please recognize your own personal boundaries.
5. Think before sharing your phone numbers. It is necessary to prevent volunteers being contacted by individuals requesting help above and beyond the original expectations. We only recommend sharing phone numbers where a relationship is established.
6. Avoid getting into situations that could be misunderstood. Please protect yourself.
7. Think before you say yes. Don't feel obligated to say yes to a request of further help
8. Remember that the central focus of volunteer support is usually the needs of the other person, so don't burden them with your problems or worries.,
9. If you feel unsafe or if someone becomes rude or aggressive, please don't enter a debate with them. In fact, please walk away and call the police if necessary. If you are volunteering through a local community initiative please let them know, so they can either complete the task or blacklist the individual
10. If you experience any negative comments from other members of public about you supporting those self-isolating, please simply say you are working under guidelines provided by government or your community initiative.



Personal hygiene guidelines

In addition to the general hygiene guidelines above please follow the following while carrying out your role:

Handwashing: To be carried out before every volunteer activity.

1. Before you leave the house, wash your hands with soap and warm water for 20 seconds and dry them completely, OR; Use alcohol hand sanitizer, applying it to your palm then rubbing your hands together until they are both completely covered in the gel and then letting them dry. This should take 20 secs.
2. When handling any item, whether you are receiving it from the neighbour-in-need (e.g. a letter to be posted) or dropping it off to them (e.g. a carton of milk): Wash your hands, put on a pair of gloves if provided, finish your task, then remove your gloves following proper glove-removing procedure, and wash your hands again.
3. Don't touch your face at all. If you do touch your face, clean your hands again before continuing your task.

Glove handling: If you are asked to use gloves please follow the following guidelines

1. Before putting on your gloves, wash hands. When removing your gloves, please follow the CDC guidelines for glove removal;
2. Treat the outside of the gloves as contaminated (they might be)
3. If your hands get contaminated during glove removal, immediately wash your hands or use an alcoholbased hand sanitizer.
4. Using a gloved hand, grasp the palm area of the other gloved hand and peel off the first glove.
5. Hold the removed glove in the other still gloved hand.
6. Slide the fingers of your un-gloved hand under the remaining glove at the wrist and peel of the second glove so that it goes over the first glove (similar principle to picking up dog poop!)
7. Discard the gloves in a waste container.
8. As always, wash your hands.

