

Dos and Don'ts for Volunteers

Covid-19



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Dos and Don'ts for Volunteers Engaged in COVID-19 Response in Odisha

THE DOs FOR VOLUNTEERS ENGAGED IN HEALTH-RELATED SERVICES

(THESE MESSAGES TO BE CONSIDERED IN ADDITION TO THE MESSAGES ISSUED FOR VOLUNTEER WHO ARE ENGAGED IN NON-HEALTH CARE RELATED WORK)

- 1.** A volunteer should first ensure that he/she is using personal protective equipment like face mask while dealing with people who might be at risk of having the virus due to their travel history, contact with corona positive patients etc.
- 2.** While using the mask it should be put on properly. The volunteer should not touch the mask while it is on. While removing the mask, the strings only hold the strings and remove without touching the front portion of mask.
- 3.** If the volunteer is using a disposable mask, then he/she need to ensure that it should be used for 6 hours only. Then it should be dipped in 5% bleaching solution for an hour followed by which it should be burnt or buried.
- 4.** If it is a reusable mask, then the volunteers should wash it with detergent and dry it in Sun for 5 hours at least before using again.
- 5.** All the tasks to be performed by a volunteer in a quarantine centre or an isolation unit must be according to the request put forth by the doctor, staff nurse or any other paramedical staff like an ANM or LT.
- 6.** After returning from duty from isolation unit, quarantine centre the volunteer needs to wash hands thoroughly following the hand washing guidelines for about 20 seconds. Then the volunteer need to either keep the clothes used separately in a bag along with the wallet, mobile etc so that these can be used on the next day or sanitize the wallet, helmet, mobile etc using alcohol-based sanitizer. The clothes used can be washed using detergent before wearing them again.
- 7.** A volunteer who is working with the persons who are in quarantine or is visiting a hospital where quarantined patients are being kept in isolation wards, then he/she should always look for the symptoms like high fever, shortness of breath and dry cough in him/her. If he/she suspects of any of the 3 symptoms developing in him/her, he/she should immediately report to the nearest doctor or on 104 telephone number and get himself/herself thoroughly examined.

8. While generating awareness among the public in a village, urban area, slum etc the volunteer should exactly follow the language and content given in the IEC materials published by the government.

9. The volunteer should remain calm and patient while dealing with the persons who remain in quarantine. As there is a possibility that they may turn violent or become rude due to their confinement, so maximum restraint needs to be shown by a volunteer while dealing with them.

DO NOTs FOR A VOLUNTEER ENGAGED IN HEALTH-RELATED SERVICES

1. The volunteer should never move into a quarantine facility or a hospital with patients who have been put under observation due to Corona like symptoms before getting tested, without personal protective equipment like a mask.

2. A volunteer should never come close within a distance of 6 feet of the person who is in quarantine. A person who is in quarantine may be a potential Corona positive case till confirmation. So, if the volunteer is conducting a counseling session for the person or has come to answer any of his/her queries or issues, then the volunteer should never go close to the person.

3. A volunteer should never take any steps of her/his own which has got consequences on the health and wellbeing of the person quarantined. He/she should only do those activities that have been asked by the doctor, staff nurse who oversee the quarantine facility.

4. The volunteer should never delay in conveying the problems and issues of the persons who have been quarantined to the medical authorities who oversee the facility. A sense of urgency needs to be shown in communicating the problems of quarantined person which may need immediate attention. For example, if a person is going out of the isolation centre despite being quarantined, if a person who earlier was not showing any symptoms is suddenly complaining of shortness of breath or dry cough etc. need to be communicated immediately to doctor.

DOs FOR VOLUNTEERS ENGAGED IN NON-HEALTH CARE SERVICES

1. A volunteer should strictly adhere to the geographical area of work and the specific responsibilities assigned to him/her without deviating from it.

2. As the government of Odisha has recently come up with an order that a person has to cover his/her face when he/she comes out of his home, so the volunteer need to cover his/her face with a mask, two layered cloth like a odhani/handkerchief/gamchcha/scarf etc. while delivering the duty as a volunteer.

3. A volunteer should visit the local administration at regular intervals and should keep in touch with them to report about the activities executed by him/her, to appraise the administration about the progress made, problems encountered and the help that they expect.

4. A volunteer should first acquaint himself/herself with the geographical area and the population for which he/she has been deployed to work for. He/she should be in touch with the ASHA Urban ASHA, AWW and ANM so that he/she can get required information from their records, regarding the population of that area which includes the health profile of the population from ASHA diary.

5. The volunteer should first develop a good rapport with the population with which he/she is supposed to work. This will help him/her to identify the need of the different section of the population like elders, people with pre-existing diseases who are more vulnerable to acquire the infection. Good rapport with people will also help in mobilizing community support when required in COVID-19 response work.

6. After coming back to home from duty, the volunteer must wash hands thoroughly using soap, following the hand washing guidelines for at least 20 seconds. Then the clothes used during the duty hours should either be put in a bag or should be washed using detergents before using them again. Other personal use items like mobile, purse, vanity bag should be sanitized using an alcohol-based sanitizer.

DO NOTs FOR A VOLUNTEER ENGAGED IN NON-HEALTH CARE RELATED WORK

1. While generating awareness among the public about CORONA virus, never ever tell anything that can create panic and lead people towards irrational actions.

2. Never deviate from the messages which are communicated through the IEC materials developed by Government on CORONA. Never say anything out of your own knowledge which is not in line with the government message in this context.

3. Never show any bias in extending your service to migrant laborers, elderly persons or anyone based on their religion, caste, color, gender or region.

4. Never try to be in a hurry. Your duty as a volunteer requires patience, optimum care, compassion, attention towards detailing and quality in your work. These things can only be achieved when you do your work with the pace that is the need of the hour as per circumstances.