



Gloucestershire Community Help Hub

Advice for Volunteers

Social Distancing & Protective Measures

To protect both you and the resident, please adhere to the Public Health England social distancing guidance by;

- Not handing items to residents but instead leaving items on their doorstep
- Moving two metres away (about three steps) before the resident opens the door
- Do not, under any circumstances, enter the resident's home

Payment

- Where possible, avoid the use of cash. Instead use alternative methods such as BACS bank transfers, cheques or PayPal (ensuring that accounts are secure – advice below)
- Many banks now allow you to pay cheques in simply by photographing them, so please do this where possible to limit your own social interaction and protect financial staff
- Do not, under any circumstances, allow a resident to hand over their debit or credit card for you to use
- Please keep yourself, and the resident(s) you are helping as safe as possible by adhering to the Public Health England guidance around handwashing, particularly after visiting 'high traffic' areas such as supermarkets and pharmacies
- If you are making several deliveries, please ensure you use hand sanitiser between them for your own safety and to avoid cross-contamination
- Further advice and guidance can be found at www.gov.uk/coronavirus

Securing PayPal

- Use three random words to make a long and strong password that you don't use anywhere else and isn't easy to guess (avoiding family names, pets' names, places, the word 'Password', sports teams, etc.)
- Turn on two-factor authentication if possible – you will need a mobile phone or an Authenticator app on a phone or tablet for this. This means even if someone manages to get hold of your password, your account should still be secure as they

will not have access to the code sent to or generated by your phone. Step by step guidance on turning on two-factor authentication for PayPal can be found here:

<https://www.telesign.com/turnon2fa/tutorials/how-to-turn-on-2fa-for-paypal/>

- Be wary of emails that appear as though they have come from PayPal – PayPal users are a common target for fraudsters and cyber criminals. If in any doubt that an email may be genuine, do not click on any links or attachments and instead log in to PayPal's website by typing the web address into your search bar; www.paypal.com and logging in directly.