



To: Community Support Service Volunteers  
From: National Director of Community Support  
Re: COVID-19 aka Coronavirus  
Date: 03.03.2020

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Dear members,

Following consultation with the Society's National Medical Director around the continued provision of Community Support Services. The following advice has been recommended to maintain proper infection control procedures reducing risks to members and the public.

- Follow general HSE advice.
- **Do not provide** any services if feeling symptomatic.
- **Do not provide** any services if returned from one of the listed regions.
- Follow the guidance of care facility staff.
- Respect the right of service users to decline an offer of service.
- Wear clean volunteer attire when providing each service.
- Change into clean clothes and maintain hygiene standards following service provision.
- Ensure any non-disposable items used during service provision are cleaned before and after use.
- Regularly clean mobile phone devices, where possible do not take out mobile phone device during service provision.

I would ask that members remain vigilant and be aware of any local risks which may impact on service provision. Our priority is to reduce risk to members and safeguard service users.

As further information becomes available you will continue to be advised of relevant updates. For now matters have not reached the point where escalation to a stage where the principal response agency (HSE) have advised the suspension of any services. The situation is being closely monitored by staff in head office.

Feel free to contact staff on 01 642 4600 if you have any concerns around service provision or infection control procedures.

Yours in Volunteering

**Aiden Lonergan**

**National Director of Community Support**