



# Responding to the Coronavirus Pandemic

## Toolkit for parishes and Caritas Diocesan Agencies



St Vincent  
de Paul Society  
England and Wales  
Turning Concern into Action

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## Foreword: Catholic Charities and Covid-19: Rt Rev Terence P Drainey

These are difficult times, as the whole world is confronted by the Coronavirus pandemic.

Government bodies have published guidance on how we can protect each other, and especially those who are most vulnerable. I would like to address three points touching on the practice of charity. How can individuals reach out to people who are poor, vulnerable or excluded from society in some way?

Firstly, our common humanity helps us recognise that our actions, and our care for neighbours, are particularly important in the face of a pandemic. Can we be sure to contact people who are isolated, offering to shop for those who cannot manage for themselves? Are we phoning friends and neighbours to make sure that they do not feel forgotten? Caritas Social Action Network and the St Vincent de Paul Society (England & Wales) have produced a simple pandemic planning template which we hope will be of use (see [Appendix 1](#)).

Secondly, I would encourage everyone in England and Wales to support charities and local groups serving the common good in these countries. Caritas Social Action Network, which I chair, is an official agency of the Catholic Bishops of England and Wales, dedicated to aiding the poor and isolated living in these parts of the United Kingdom. Working with local Catholic organisations, Caritas Social Action Network speaks up for some of the most vulnerable people in our society – including people who are homeless, sick, in prison, and families unable to make ends meet – and represents concerns of Catholic charities to Government. During the Coronavirus pandemic the need for support has increased and we are working even harder. Caritas Social Action Network, with many other charities serving communities in England and Wales, now faces the impacts of increased costs, fewer volunteers and a potential loss of income. Alongside reaching out to individuals, can we reach out to charities at this time, offering them whatever support we can to continue to function?

Thirdly, in *Evangelii Gaudium*, Pope Francis renewed encouragement to each parish, as a community of communities, to consider its social outreach. Beyond the pandemic, what are the opportunities for parishes to renew their social ministries? In support of this work, the Catholic Bishops of England and Wales welcomed [Reaching Out](#), published by Caritas Social Action Network in December 2019. It is based on an exciting set of real-life stories from Catholic parishes, on developing local connections, especially those that older people feel are right for them.

I would also like to take this opportunity to extend my gratitude and appreciation to all who have committed their time and service to charitable activities locally and nationally, and particularly to organisations in the Caritas network in England and Wales. Their dedication all year round is an example to Catholics of how we can put our faith into action and live as missionary disciples. Now more than ever we rely on charities' staff and volunteers to protect the most vulnerable in our society.

In all this, we need to pray for our world that we may use our resources well, being generous in our concern for others. Even in such difficult times, so much good can be achieved.

**Rt Rev Terence P Drainey**  
**Chair of Caritas Social Action Network (CSAN): Bishop of Middlesbrough**



## Introduction

Throughout Jesus' life he showed us again and again the importance of reaching out to our sisters and brothers who were isolated and in need and through this, their dignity enhanced, they blossomed and entered a new fulness of life. As Bishop Draine has said, in His Spirit, we want to respond to the conditions today, particularly at the time of the Coronavirus (Covid-19) pandemic. At this time, many clergy and parishioners are wondering, "What can I do to support vulnerable people in my parish? What do I need to do to keep myself and other people safe? How can I cooperate with fellow parishioners to develop support? What sources of help are there to which I can signpost people in distress?" The purpose of this Toolkit is to help you find solutions to these questions and it can be found here: <https://www.csan.org.uk/guidance/covid-19/>. This Toolkit can be altered by each diocese/charity/parish though please acknowledge the sources. Central points of reference within the Diocese/charities might be included such as the contact details of the Parish Safeguarding Officer, or of the local Council/Foodbank, etc.

Fundamentally, we all have to stay safe, protect the NHS and protect the vulnerable and we must keep up to date with the [latest NHS/Government advice](#). While we must observe social distancing and safeguard people who are vulnerable, including [extremely vulnerable people](#), we are all able to contact people by phone, (or by email, messaging, social media, video conferencing etc) and people in safe categories are able to help [vulnerable people outside our homes](#). The pandemic is also having distressing economic and emotional impacts on people who can normally (just about in some cases) cope, for instance those who are awaiting Universal Credit or reliant on charitable services, expectant mothers, people who are required to continue working at personal risk in essential services, furloughed and some self-employed people.

This has caught everyone unawares. As Pope Paul VI said, *"It is up to the Christian communities to analyse with objectivity the situation ..., to shed on it the light of the Gospel's unalterable words and to draw principles of reflection, norms of judgment and directives for action from the social teaching of the Church."* [Octogesima Adveniens, 4 (1971)].

As we think about how we can respond locally, some will do so without some of their leadership as parish priests and older volunteers follow Government guidelines and self-isolate. Others will be self-isolating because they or people in their household have symptoms of Coronavirus (also called Covid-19) or are working with people who are likely to have it or are looking after vulnerable people themselves. It may be difficult too to get contact details of those we know will need help and without the Sunday Mass as a meeting point this is harder. We may be concerned about using and storing people's personal data<sup>1</sup>.

However, all is most definitely not lost! The Spirit is with us and where there is a will there really is a way! We can use phones, email, texts, social media, the internet to contact and keep in touch with people and what we don't know about technology, others can help us with. The good news is parishes in dioceses around the country are already responding in their own way and we can learn from their experience already. There are parishes arranging phone contact with people to pray, while others provide a warm, friendly voice and others shop and drop basic

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<sup>1</sup> On managing people's contact details and other data, see the [statement on Data Protection and Coronavirus from the Information Commissioner's Office](#). Where there is "legitimate interest" to contact people who have given us their contact details on related matters and we are concerned they may be vulnerable, it is prudent to do so.

necessities. Some are referring people on to civil volunteering support, especially for essential services or are advising on best ways to join their local Catholic and other charities and projects which need extra support. The [St Vincent de Paul Society \(SVP\)](#) already has a [great network of parish groups](#) for people to join and [also support and suggestions on their website](#). **The fundamental principle is to listen to what people want and ensure that they are supported by whichever service can best help, safely.**

This Toolkit, produced by [Caritas Social Action Network \(CSAN\)](#), the [St Vincent de Paul Society \(SVP\)](#) and the Diocese of Nottingham. with input from the Dioceses of Leeds, Northampton, Plymouth, Portsmouth and other CSAN members, and advice from the [Catholic Safeguarding Advisory Service: CSAS](#) and Professor Jim McManus, Director of Public Health: Hertfordshire County Council, should be used with the joint letter Pandemic Planning Template from CSAN and SVP released on March 22 (see [Appendix 1](#)). For more information about our work, please refer to the CSAN and SVP websites above. We want to encourage robust action, reflecting our calling and local circumstances. Please check if there is a diocesan Caritas agency in your area that can offer further guidance – a list of these agencies is available on [CSAN's website](#). **Feel free to use and adapt this toolkit as you wish**, referring to local clergy and Diocesan guidance as appropriate. We must ensure volunteers and other vulnerable people are protected by observing important rules, so guidance is offered here.

## St Vincent de Paul Society (SVP)

The St Vincent de Paul Society have been very quick to put measures and guidance in place to support parishes in being able to quickly implement both 'knock and drop' and are also still welcoming new Members through the usual application process.

'Knock and drop' - The guidelines permit people to join as temporary Members of the Society (applications through an online form can often be processed on the same a day) for delivery of foods, care packages and medicine. These volunteers do not require a DBS although this would of course be preferable. New Temporary Members, together with other local members can work together to support and coordinate a more significant and sustainable effort. They are guided and supported with training and resources, peer-support among other Members and the security of working within a framework which is covered by insurance and has robust safeguarding and GDPR policy and support.

Full Membership - Is open to all people who wish to apply through the standard recruitment (by paper or online) process. While over 70s and high-risk individuals are not eligible for Temporary Membership they are certainly welcome in this standard application process. Individuals are invited to apply to join local SVP Conferences (groups) or if there is not a Conference near you, we would welcome a conversation together about forming your own parish Conference (which for the time being can be achieved virtually). Your membership is supported by guidance and materials and is structured around a regular meeting of Members.

If a parish does not already have its own befriending group, local outreach group or equivalent (with strong procedures in place) then the temporary or full membership to the SVP is a safe, quick and effective response to the current crisis. For individuals seeking to help, for more information about this please visit [www.svp.org.uk/svps-response-covid-19](http://www.svp.org.uk/svps-response-covid-19) to join with the efforts in your local area. If the enquiry is about starting a new parish group, please email the Head of Membership Jon Cornwall, [jonc@svp.org.uk](mailto:jonc@svp.org.uk) who will get back to you as soon as possible.

So, hopefully encouraged, how can we make progress in our responses? There are examples of types of action parishes might take below.

## Examples of help parishes can give

**NB: Remember that nothing should be done which could endanger the health and safety of either the helper or recipient or those living with them. Refer daily to the NHS guidance on Covid-19 and refer to any policy or guidance published by your diocese. Please complete a full risk assessment for your chosen action, using, for example, [Appendix 4](#).**

What is the need? (see <a href="#">Appendix 1</a> )	What would help	Some typical risks	Could we overcome the risks and have the skills and resources? How? <i>(for parish to complete. Initial suggestions below)</i>
Combating isolation/loneliness	<ul style="list-style-type: none"> <li>• Set up a listening, befriending helpline</li> <li>• Friendly phone calls to people (like <a href="#">Call and Care (Diocese of Northampton)</a>)</li> <li>• Group meetings online</li> </ul>	<ul style="list-style-type: none"> <li>• Unwelcome response if not initiated by the person</li> <li>• Extra support requested but helper unprepared</li> <li>• Unintentional emotional abuse</li> <li>• With online meetings you are exposing yourself to far greater risks, we would not advise this option at present</li> <li>• Distressed callers who might need professional support</li> <li>• Not knowing how to end the conversation</li> </ul>	<ul style="list-style-type: none"> <li>• Letter sent to people whose address is known (but not their phone no.)</li> <li>• Coordinator(s)/ led by a Coordinating team with a DBS and central phone no</li> <li>• Training on main advice to stay well and access essential services in the area</li> <li>• Clear understand of what befriending is and is not (see <a href="#">Appendix 3: Telephone befriending at a time of crisis</a>)</li> <li>• Brief volunteers on safeguarding and GDPR practices</li> <li>• Brief people on using IT technology (as required)</li> <li>• List of other services to hand e.g. Samaritans, Citizens Advice Bureaux, etc</li> <li>• Keeping logs of all calls</li> <li>• Scripts for team to refer to</li> <li>• Regular team briefings/handovers</li> <li>• Build up useful suggestions/knowledge</li> <li>• List of priests, deacons, sisters, etc offering spiritual support</li> <li>• Collect (anonymised) case stories of your work to promote The Church's work</li> </ul>

Continued ...

Following the above model, you can use the risk assessment in [Appendix 4](#) to help all stay safe and your support to be as effective as possible using the above or other options below:

What is the need? (see <a href="#">Appendix 1</a> )	What would help	Some typical risks
Supporting people who are vulnerable or self-isolating and can't go out with practical help	<ul style="list-style-type: none"> <li>• Shopping for essential items, prescriptions and medication, items for posting, etc akin to SVP “Knock and Drop” service (remember contactless delivery and safety principles above)</li> <li>• Hot meals: sharing microwaveable meals</li> <li>• Dog Walking volunteers</li> <li>• Signposting team</li> <li>• Referring people for support to other services.</li> </ul>	<ul style="list-style-type: none"> <li>• See Government Guidance on handling money</li> <li>• People not observing Government Covid-19 guidance (see <a href="#">Appendix 2</a> also)</li> <li>• Allergic reaction to particular ingredients</li> <li>• Loss of an animal (pet)</li> <li>• Support interpreted as offering advice rather than signposting</li> <li>• Complaints if people haven't given consent</li> <li>• Keeping safe up-to-date simple records</li> <li>• Not passing on correct/complete information</li> <li>• The agency may not respond as expected</li> </ul>
<a href="#">Supporting Catholic charities</a>	<ul style="list-style-type: none"> <li>• Contact local Catholic agencies</li> <li>• Fundraising/in-kind donations (e.g. maildrop, social media campaign), volunteering and prayer. Article for local press.</li> </ul>	<ul style="list-style-type: none"> <li>• Catholic agencies overstretched and work impaired/lost</li> <li>• Some people could find it difficult being asked for money when they may be in financial difficulty themselves</li> </ul>
Support in kind for local projects (like foodbanks: e.g. <a href="#">Trussell Trust</a> )	<ul style="list-style-type: none"> <li>• Encouraging donations/support for local projects</li> <li>• Safe delivery to them.</li> <li>• Ask if they need volunteers: Foodbanks, hospices and mental health charities are likely to be particularly in need at this time. Citizens' Advice Bureaux may also need help with the volume of people needing financial advice</li> </ul>	<ul style="list-style-type: none"> <li>• Information is not up-to-date or unsafe</li> <li>• Potential contact with Covid-19</li> </ul>
Advice on volunteering outside the parish	<ul style="list-style-type: none"> <li>• Volunteering helpline to enable parishioners to engage in initiatives e.g. <a href="#">Caritas Plymouth's guidance</a></li> <li>• You might want to speak to your local authority Social Services Dept or the local council for voluntary service or volunteer bureau because they will be appealing for volunteers to help take food parcels to vulnerable people and you may be able to work with their systems. Equally they may have a pool of DBS-checked volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of clarity about providing information rather than unfounded recommendations</li> </ul>

Prayer and liturgy support	<ul style="list-style-type: none"> <li>• E/mailing prayer resources (e.g. <a href="#">Appendix 5</a>)</li> <li>• 1-1 prayer partners</li> <li>• Prayer over the phone/internet accessed from home e.g. Accessing Mass online/streamed, advice on accessing Sacraments</li> <li>• Intercession Ministry</li> <li>• Getting people to pray for others and join in at a specific time each day</li> <li>• Virtual Liturgy of the Hours “in virtual choir” a group of people using the liturgy of the hours (book or Universalis app) pray together each day at a certain dedicated time wherever they are.</li> <li>• A group of people pray together alongside the Mass being streamed or at the same time as the local priest is celebrating</li> </ul>	<ul style="list-style-type: none"> <li>• Extra support requested but helper unprepared</li> <li>• Protect people’s data (e.g. don’t send round-robin emails under GDPR. Group emails sent to organiser and recipients as bcc</li> </ul>
Encouraging people to deepen their commitment to ministry	<ul style="list-style-type: none"> <li>• Emailing suitable podcast/streaming material on Catholic Social Teaching/theology to volunteers and other parishioners interested</li> <li>• Discussion group online</li> </ul>	<ul style="list-style-type: none"> <li>• People without access to IT and the most vulnerable are excluded</li> <li>• Technology dependent</li> <li>• Discussion to abide by rules on confidentiality, etc</li> </ul>
Plan for what you can do when all this is over	<ul style="list-style-type: none"> <li>• There will be significant impact on the mental health of many people when this is over.</li> </ul>	<ul style="list-style-type: none"> <li>• Work towards your church being mental health-friendly,</li> <li>• Provide a small peace or memorial garden or quiet garden,</li> <li>• Get people trained to help bereavement or trauma support and work with other charities to support this</li> </ul>

## Getting organised

Bringing together individuals using the phone/video-conferencing, etc to form a network might include:

- The Parish Priest, Deacons and Religious, Parish Safeguarding Representative and an administrator acting in a voluntary capacity
- People in the parish holding a DBS certificate
- Extraordinary Ministers of Holy Communion
- The local SVP Conference and parish outreach or justice and peace group, if there is one
- People with skills in setting up and coaching those not familiar with online media
- People with a relevant professional background, such as counselling, health or social care.



Services which are based on contact by telephone to address isolation and engage people are the most straightforward way forward. Referring people onto services or volunteer opportunities, offering a shopping or prescription collection service or cooking meals for people, etc. are all possible and the [SVP](#) can give you advice here.

## Safeguarding

Safeguarding processes exist to keep vulnerable people safe so are directly relevant to supporting people in the pandemic. The [Government Safeguarding Guidance](#) is simple to understand and very helpful on this. For example, it says, “We understand that people want to help others who are already ill or at particular risk. We wholeheartedly welcome such efforts and want to assist volunteers and the people receiving support in ensuring that help is provided safely.” Do read this guidance and its [Frequently Asked Questions](#) (FAQs) carefully. **It is important to remember that self-care is really critical at this time, particularly given the likelihood that this is a marathon and not a sprint.**

In the examples in the table above, only one area would require a DBS certificate for working with vulnerable adults, that is, handling money, and the SVP has found a safe way to do this without the need for people to handle cash with the risks of virus transmission and financial abuse. However, people remain vulnerable to other forms of abuse (e.g. emotional from telephone support services), e.g. if volunteers happen to leave vulnerable people more worried, anxious or isolated after their weekly call than before. Helping people maintain security (e.g. not posting messages for help in their windows), having ID with photographic ID, using a special password when bringing the shopping can all help reduce concerns and keep people safe and well. There is detailed guidance on both volunteers and recipients on keeping safe with a shopping-type service here and in a video [here](#). Some Councils are issuing keyworker ID cards and Volunteers ID cards, would this be useful to you? Contact the Council to ask them if they can help you with this

## Other useful information

- **Emergency funding:** Charity Bank has compiled a [list of emergency funding sources](#) for charities and social enterprises as has [Faith Action](#), in response to the pandemic. For more information about our work see [CSAN](#) and [SVP](#).
- The Government (Office of Civil Society) has announced a [£750 million package](#) to enable charities to continue their vital work during the outbreak available to organisations providing key frontline services to vulnerable people affected by Covid-19. Details of eligibility and how to apply to the funding will be available on the [gov.uk](#) website in the coming days. The National Lottery Community Fund will be involved. [Contact the central Covid-19 team](#) on for further questions.
- **Communication:** The Government’s Campaign [Looking out for each other](#) aims to inform those who are well and not at risk, of the things that they can do to help support their friends and neighbours who need to stay at home because of Coronavirus (Covid-19). There are visual resources to guide people on what kind of help can be offered and how to do it safely (e.g. posters, social media images/messages, web banners, digital screens).
- [Doctors of the World](#) have translated NHS advice into 36 languages and counting!

- Catholic Bishops' Conference of England and Wales has [guidance](#) for churches & agencies, based on emerging Governmental pandemic strategy.
- Faith Action has collated [guidance](#) from national bodies representing different religious traditions.
- Very sadly, some of those who contract Covid-19 might not recover. This is a shock in itself and it is likely that some people could be traumatised by sudden death. [The Art of Dying Well](#) (Catholic support service on living, dying and bereavement) has excellent materials on its website. The SVP, in partnership with the Art of Dying Well and others are running weekly webinars at 6pm every Thursday addressing a series of topics, including telephone befriending, addressing grief, seeking and finding those in need etc. Government advice on what to do after death and in particular, [about funerals, is available](#). If someone thinks a person is a risk to themselves or others they should contact the police or social services, depending on the degree of risk. For other concerns try suggesting they speak to their GP or use the NHS helplines and resources.

**We thank all who have contributed to making the Toolkit possible and wish you well with using it in bringing the Gospel to those in need**

## Appendix 1: Coronavirus Pandemic: Parish or SVP Conference Action Plan Template



19<sup>th</sup> March 2020

Dear friends

### Re the Coronavirus pandemic

Our world and this country face difficult times. The government has asked people aged over seventy years old and those with chronic health conditions to self-isolate, and the rest of the population to practise careful hygiene and social distancing. The most vulnerable in our society and those who are often already socially isolated will be at risk during the pandemic.

Pope Francis has said, 'I unite myself to my brothers Bishops in encouraging the faithful to live this difficult moment with the strength of the faith, the certainty of hope and the ardour of charity'. Cardinal Nichols and Archbishop McMahon have asked us to be attentive to the needs of our neighbours, 'especially the elderly and vulnerable; contributing to our local food banks; volunteering for charitable initiatives and organisations; simply keeping in touch by all the means open to us.'

Catholics in England & Wales, and particularly the members of the Society of St Vincent de Paul, have a long history of outreach to those in need and isolation. Many parishioners and members of the Society want to do so now. The question we face is how best to do this under these difficult circumstances.

In order to help parishes and conferences discern this we attach a simple template which can be used to plan a practical local response. It can be adapted to meet your local needs and way of working. We hope it is of use. Please feel free to adapt it to meet your needs. Any planned actions should be in line with national guidance to ensure they are safe and effective. The guidance can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19/>. Any plans should also be approved by your safeguarding representative. If you would like any assistance in creating these responses then you will see that the proforma ends with some useful resources.

Please pray for those suffering from the virus, for those caring for people affected, and for the bereaved. Please be assured of our prayers and support at this time.

Elizabeth Palmer, Chief Executive of the Society of St Vincent de Paul (England & Wales)

Phil McCarthy, Chief Executive of Caritas Social Action Network

### 1. The tools at our disposal: which resources do we have in the parish or SVP Conference that we could contribute?

Do you have access to contact details of existing volunteers? The volunteers (especially with DBS checks) may work in visiting groups, existing partnerships with local charities, financial and material resources, specific skills in social care, IT organising, etc. Volunteers who are themselves needing to socially distance might be willing to spend an afternoon on the phone with others. Others may be willing to run deliveries or to coordinate from a distance as no social contact within 2m is safe and no one must enter another person's house.

Generous people may wish to respond to a need but may not know how to do so safely and in an effective way. Can you help by addressing any barriers to volunteering? Safeguarding vulnerable people is vital. You will not need DBS checks e.g. for Knock and Drop services as you must not enter people's homes, but awareness of safeguarding (e.g. with finance (DBS), ringing isolated people in distress, etc) is vital.

### 2. How might the pandemic further affect those in need?

At this time of great uncertainty, we are expecting to see a rise in material poverty, financial poverty, the poverty of isolation and indeed the poverty of hope. What are the greatest needs in your local community and what support might you be able to contribute?

continued....

### **3. How can we find those in most need?**

Are there existing outreach activities such as soup runs or food banks that could help? Are there local charities you could support? Do you know people who are being asked to socially isolate who may need support? Could you ask local projects to send you requests for assistance?

### **4. How can we care for isolated members of our own community?**

Do you have access to contact details of people of those in need of support? Starting with those visited by Eucharistic Ministers and SVP ....

Does your parish priest, other clergy or religious need help?

How will you coordinate your responses? Which means of communication will you use? Is there merit to having a designated phone number? With communication, which technologies are at your disposal (post/phone/social media/Skype/Zoom) to contact the volunteers and those you want to help? You must find ways to meet which are not in-person.

### **5. How can we make this support effective and lasting?**

It looks as if the pandemic will last for some months. The needs will change, so how will you review your plans?

What needs to be put in place to care for your volunteers to ensure that they do not put themselves at risk in terms of health and burn out?

### **6. More resources can be found at:**

[www.csan.org.uk/policy/Coronavirus](http://www.csan.org.uk/policy/Coronavirus)

<https://www.svp.org.uk/svps-response-covid-19>

<https://www.cbcew.org.uk/home/our-work/health-social-care/Coronavirus-guidelines/>

[CSAN Reaching Out Toolkit for project guidance in particular for working with older people in general](#)

## Appendix 2: Additional Guidance on safety for volunteers and recipients in a shopping scheme

Deliveries can be a serious opportunity for infection of the people you are delivering to, and also to you. As people can often not appear to have the symptoms when they are in fact infectious, you must think that everyone we meet could have Covid-19 virus and behave accordingly. Every contact is an opportunity for infection. We ask for your help to keep people safe and to help us keep you safe, by following this guidance.

### 1 Advice for volunteers

A key consideration is to ensure people can do this safely and always act within the Government Covid-19 guidelines. For most things other than home visits (**which are not recommended**) you should not need personal protective equipment (PPE). The guidelines below follow the “no contact” / minimal contact principles.

- Touch as few surfaces as possible
- Stay 2 metres from others (6 feet) at all times
- DO NOT touch your face unless you have just washed your hands
- Stay away from people coughing or sneezing

#### Before you go

Ask the recipient to order and pay by phone so you don't have to handle any money or give change – a virus risk.

#### At the shop

1. Wash hands with water and soap for 20 seconds or use an alcohol-based hand sanitiser foam or gel.
2. Use the shop packing service and ask for it to be in bags which are not too heavy. Avoid walking round the shop to collect items if you can. If you can't, always stay 2 metres apart
3. If possible, stay outside of the shop and let the staff come out to you to give you the shopping. Do not touch your face, especially your nose, eyes or mouth.

#### At the recipient's home

1. Knock on the door – that is, don't use bell or knocker.
2. Place shopping and receipts(s) **on the doorstep**.
3. Walk away and **do not wait to be thanked** – communicate only by waving from a distance of over 2 metres (6 feet), through a closed window or chat by phone. Make sure you appear cheerful if you can so you're not making the person feel ashamed or stigmatised.
4. If the person comes to the door as you approach and needs to speak to you, walk back a car's length to speak and then ask them to close the door to enable you to leave the package safely.
5. Wash hands with gel/soap and water after delivery and **DO NOT touch your face, mouth or eyes including handling your glasses if you wear them UNLESS you have just washed your hands**

### Back at your home

1. Wash your hands as soon as you get home.
2. Remove and wash your clothes and, once clothes are in the wash, take a shower. Clothing: these are recommended good practices based on evidence from the literature reviews, testing and effective hand hygiene procedures
3. Wear short sleeved tops (“bare below the elbows”)
4. Change immediately if clothing becomes visibly soiled or contaminated.
5. Wash clothing worn at the hottest temperature suitable for the fabric
6. Wash heavily soiled clothes separately
7. Any headgear must be worn unadorned and secured neatly.

## **2 Advice for people receiving shopping from someone else (please ensure they receive this in advance of the visit)**

As sometimes this infection goes unnoticed you must think that everyone we meet could have Covid-19 virus, even if they display no symptoms. Every contact is an opportunity for infection. We ask for your help to keep you and the person bringing you some shopping safe, by following this guidance:

- 1) Do NOT open your door to thank the deliverer. Waving from behind a closed window is optional! If you need to speak, ask them to stand at least 2 metres (a car’s length) away from you - if you can't hear, call them on the phone.
- 2) Payment: should be over the phone as the virus can be on notes and coins.
- 3) Leave the shopping in the bag on doorstep for as long as possible – at least an hour. A longer time is preferable. If your doorstep is not secure then bring them into the house, wash your hands and leave them for an hour there.
- 4) If you can't carry heavy boxes or bags, please take your time to bring items in separately. **The deliverer must not bring your shopping into your house, that is too much risk.**
- 5) Dispose of the shopping bag in a closed bin.
- 6) Because the virus can stay on your shopping, rinse the outside packaging in the sink before putting it away if you can.
- 7) And then wash all over your hands and wrists with soap and water thoroughly for 20 seconds.

It’s a lot we know. But it just might save a life.



The\_Art\_of\_Dying\_  
Well\_Telephone\_Bef

## **Appendix 3: Telephone Befriending at a time of crisis (from the Art of Dying Well):**

## Appendix 4: Risk assessment for designing our response

Response:		Name of lead assessor:	
Date completed:		Date for review:	

				<b><i>If high or medium risk rating, then complete below:</i></b>				
What are the hazards?	Who might be harmed?	What are we already doing?	Risk Rating (L, M, H)	Action to be taken to control/reduce risk:	Who will action?	By when?	Reassess: Has risk been lowered?	Date completed

Source: [CSAN Reaching Out Toolkit](#) (used by Father Hudson's Care, 2020)

## Appendix 5: Prayers for those affected by Coronavirus

<p><b><u>Opening prayer of the Mass in time of pandemic</u></b></p> <p>Almighty and eternal God, our refuge in every danger, to whom we turn in our distress; in faith we pray; look with compassion on the afflicted, grant eternal rest to the dead, comfort to mourners, healing to the sick, peace to the dying, strength to healthcare workers, wisdom to our leaders and the courage to reach out to all in love, so that together we may give glory to your holy name. <b>Amen.</b></p>	<p><b><u>Light in the darkest times:</u></b> <i>Prayer: Linda Jones/CAFOD</i></p> <p><i>"A light shines in the dark, a light that darkness could not overpower." [Jn 1:5]</i></p> <p>Loving, ever-living and compassionate God, You understand the pain of loss, the heartache of bereavement, <b>May we hold in our hearts all those whose families or friends have died.</b></p> <p>You are a light that shines in the darkest times, <b>Guide us and heal us in our sickness and sorrow.</b></p> <p>You comfort us in times of fear, <b>May we comfort each other, even as we keep apart.</b></p> <p>You console and lead us in times of doubt and confusion, <b>May we follow the light of your love and spread hope.</b></p> <p>You move our hearts to acts of generosity, <b>May we be led to share what we have with those in need.</b></p> <p>God of life, We thank you for the signs of your light in the midst of our darkness, <b>May we be signs of your compassion in the heart of your world. Amen.</b></p>
<p><b><u>Your loving care:</u></b> <i>CAFOD</i></p> <p>Lord Jesus, when you walked with us on earth you spread your healing power. We place in your loving care all who are affected by Coronavirus. Keep us strong in faith, hope and love. Bring relief to our sick, console our bereaved, protect those who care for us. We lift our prayer to you Lord, and trust in your infinite mercy, as we wait for the daybreak. <b>Amen.</b></p>	<p><b><u>Prayer for the end of the virus:</u></b> <i>SECAM, the Symposium of the Episcopal Conferences in Africa and Madagascar, has suggested the following prayer for all those affected by the Coronavirus (CAFOD website)</i></p> <p>Almighty and merciful Father, who show your love to all your creation. We come before you asking for a quick control of the Coronavirus currently ravaging our world. Hear graciously the prayers we make for those affected by the virus in various parts of the world. Grant healing to the sick, eternal life to the dead and consolation to the bereaved families. We pray that an effective medicine to combat the sickness be speedily found. We pray for the relevant governments and health authorities that they take appropriate steps for the good of the people. Look upon us in your mercy and forgive us our failings. <b>Amen.</b></p>
<p><b><u>Infinite power and love:</u></b> <i>Adapted from an Ebola prayer by Caritas Guinea</i></p> <p>Lord God, we entrust to you the families and communities affected by Coronavirus, wherever they may be. We pray especially for health care workers, that you may guide and protect them. We pray that your Spirit might inspire those researching new medicines and treatments. And in the midst of this, keep us strong in faith, hope and love. Grant us the courage and perseverance to be good neighbours. May the words of your Son Jesus Christ in the Our Father, be our prayer as we entrust ourselves and all of us who are affected to your infinite power and love. <b>Amen.</b></p>	