



March 19, 2020

To: All Volunteers

Re: COVID-19 Guidance for Volunteers

Ottawa Public Health is recommending that anyone volunteering to deliver food and other essential items during the COVID-19 pandemic take precautions to protect their health and the health of those around them.

We are encouraging everyone to practice social distancing, which means that everyone keeps a 2 metre (6 feet) distance from others. For more information on this, Ottawa Public Health has added information to our website to explain [‘What is Social Distancing?’](#)

In terms of delivering items to those on self-isolation, Ottawa Public Health is recommending that packages be left at the individual’s door. The volunteer can then knock on the door and move to a safe distance (2 metres or 6 feet) to allow the person on self-isolation to get their items. Please ensure that you use hand sanitizer or wash your hands after you have delivered the item.

To reduce the spread of germs including the flu and the novel coronavirus (COVID-19) we recommend that you:

- Wash your hands often with soap and water, or use hand sanitizer
- Avoid touching your eyes, nose, and mouth unless you have just cleaned your hands
- Cover your cough and sneeze with a tissue or into your arm, not your hand
- If possible, stay home if you are sick
- Avoid visiting people in hospitals or long-term care centres if you are sick
- Consider social distancing (ideally 2 metres)

Glove Use

Gloves are not a substitute for proper hand hygiene, as they do not guarantee that food or surface is not contaminated. Gloves should be worn when a food handler has a bandage that is covering a wound.

In the event that you use gloves, do so properly.

Tips for the Proper Use of Gloves:

- Gloves must be used in combination with handwashing.
- Hands should always be washed and/or sanitized prior to putting on gloves and after taking gloves off.

- Change gloves whenever you change activity, touch your face, or come into contact with an item that may have germs
- Gloves should be thrown out and not used again once they have been taken off.

We understand that this is a challenging time and want to thank you for your dedication and support of others in our community.

For more information on COVID-19, please visit our website at ottawapublichealth.ca/coronavirus