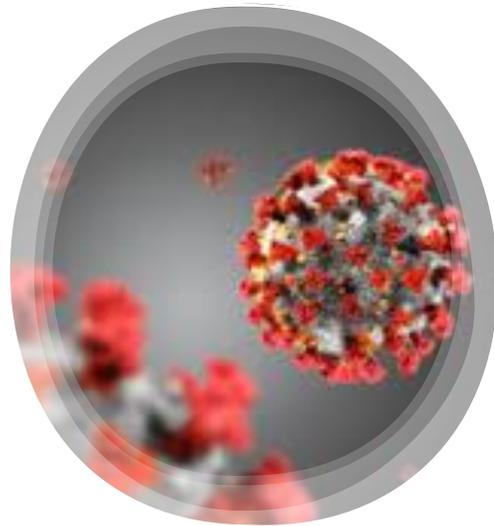


Coronavirus  
**COVID-19**



TRINITY MARKETING  
– COVID19 DUE  
DILIGENCE



# Introduction

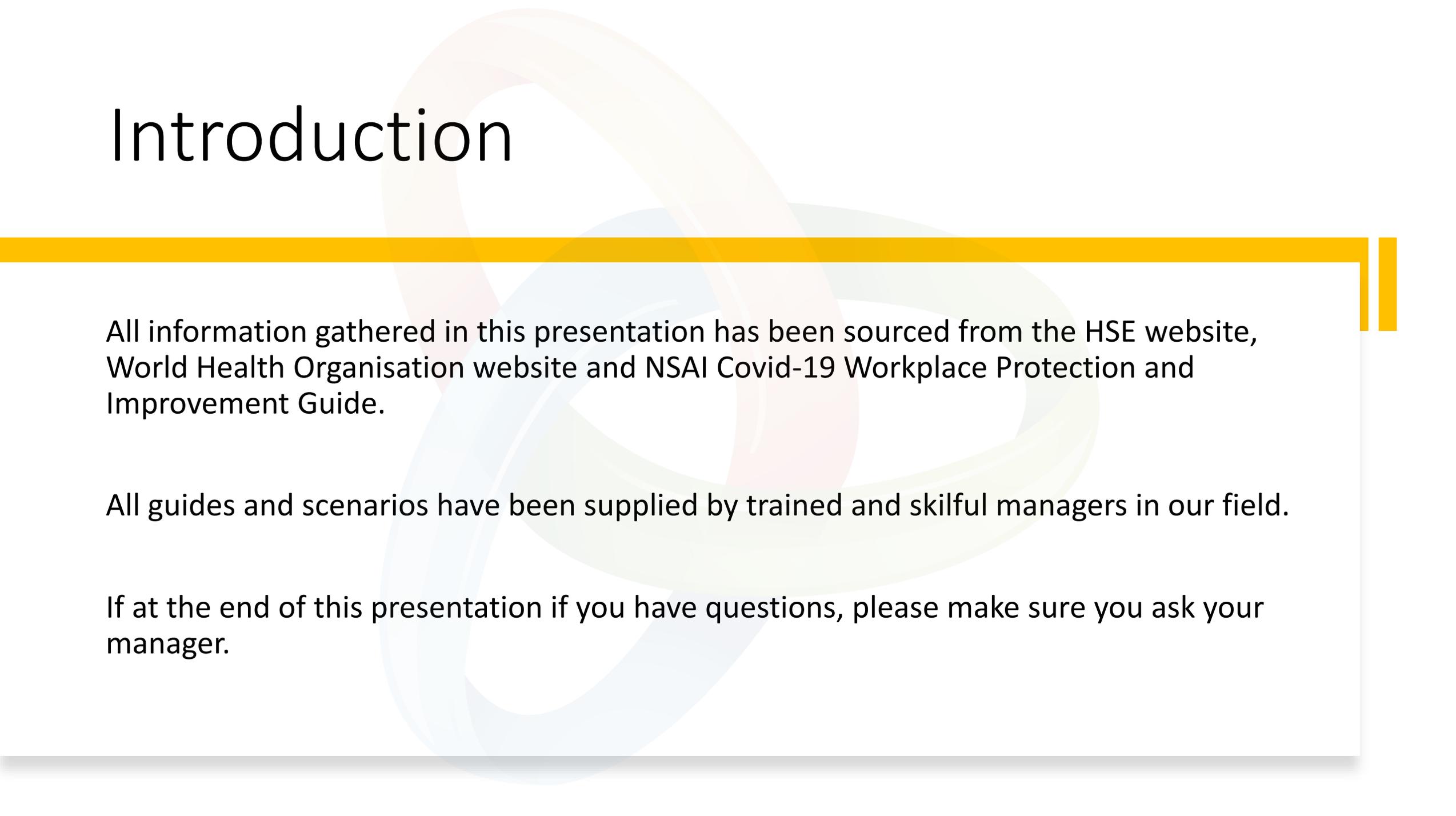
Unfortunately due to the unprecedented times with the current pandemic we need to conduct training on due diligence to protect not only ourselves, the public but also our clients.

The purpose of this presentation is to educate you, so you feel armed with knowledge of health and safety when conducting your duties within the direct marketing industry.

We want everyone to feel comfortable that they understand their responsibilities, when engaging with the general public and representing some of the most vulnerable clients.

This is a guide from our company as to what to do in the event an incident arises, and should you need to refer to this module please do so. Your manager will also be using the document provided from the NSAI in conjunction with this module to enforce best practices in the workplace.

# Introduction

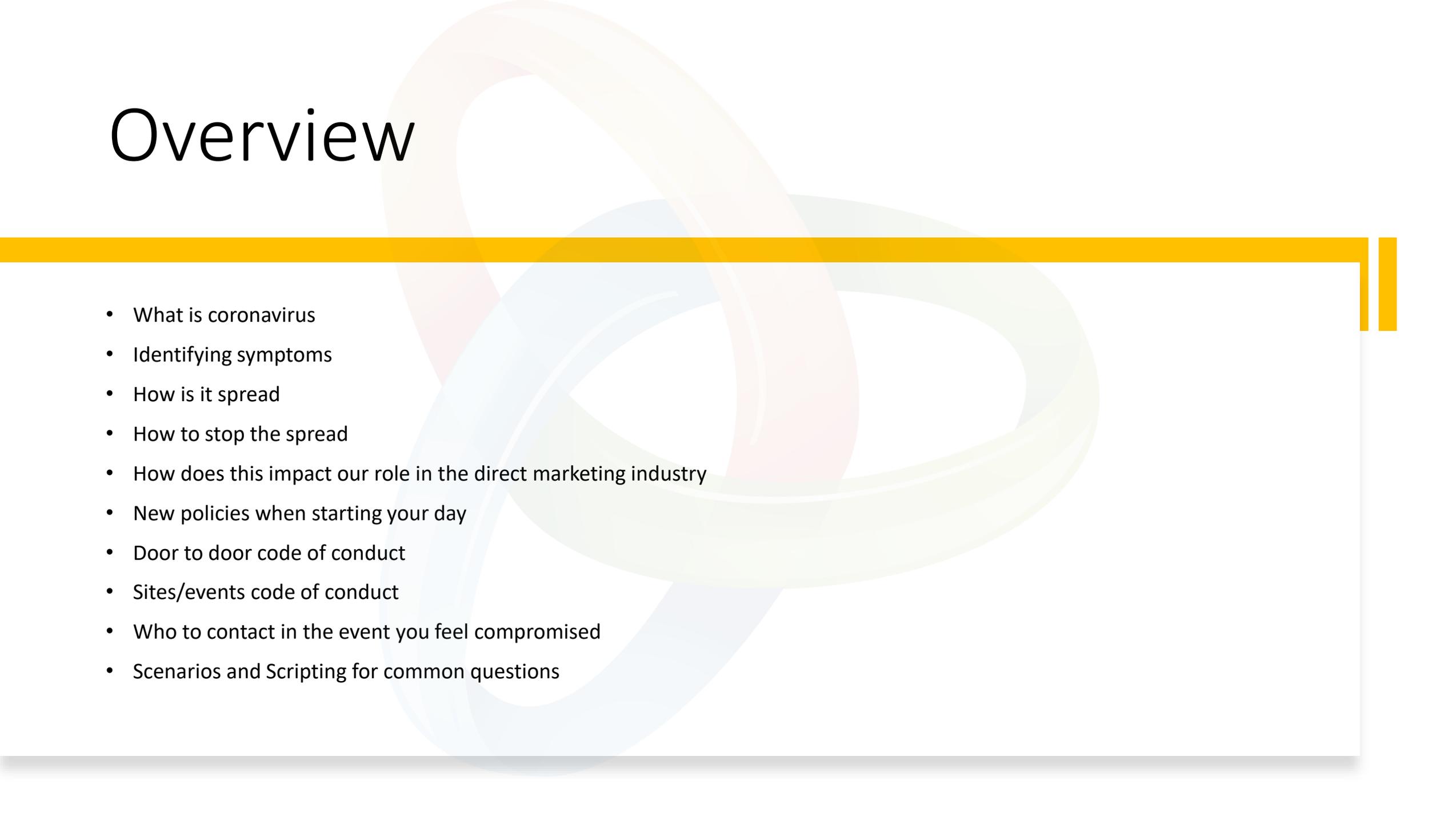


All information gathered in this presentation has been sourced from the HSE website, World Health Organisation website and NSAI Covid-19 Workplace Protection and Improvement Guide.

All guides and scenarios have been supplied by trained and skilful managers in our field.

If at the end of this presentation if you have questions, please make sure you ask your manager.

# Overview



- What is coronavirus
- Identifying symptoms
- How is it spread
- How to stop the spread
- How does this impact our role in the direct marketing industry
- New policies when starting your day
- Door to door code of conduct
- Sites/events code of conduct
- Who to contact in the event you feel compromised
- Scenarios and Scripting for common questions

# What is the Coronavirus?

- Coronaviruses are a large family of viruses which may cause illness in animals or humans.
- In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).
- The most recently discovered coronavirus causes coronavirus disease COVID-19.

Information supplied from the World Health Organization website

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses>

# What is COVID-19?

- COVID-19 is the infectious disease caused by the most recently discovered coronavirus.
- This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.

# Identifying the symptoms

- It can take up to 14 days for symptoms of coronavirus (COVID-19) to appear. They can be similar to the symptoms of [cold](#) and [flu](#).
- Common symptoms of coronavirus include:
- [a fever \(high temperature - 38 degrees Celsius or above\)](#)
- [a cough](#) - this can be any kind of cough, not just dry
- [shortness of breath](#) or breathing difficulties

Information provided by the HSE website  
[www.hse.ie](http://www.hse.ie)

Your body's normal temperature is between 36 and 36.8 degrees Celsius.

A high temperature or fever, for most people, is when your body temperature is 38 degrees Celsius or higher. This can be a sign that you are unwell. It usually means you have an infection such as a cold. But it can also be due to more serious infections, such as coronavirus.

Coughing is part of your natural immune defence system. It is better to cough up phlegm. Otherwise the phlegm may lodge lower in the lungs where it can cause serious infections like pneumonia. A cough will usually go away within 3 weeks on its own.

**Phone a GP if you have shortness of breath and:**

- it's lasted for longer than a month
- it gets worse when you have been active
- it gets worse when you lie down
- you have been coughing for 3 weeks or more
- you have swollen ankles

# Identifying the symptoms

Compare symptoms of coronavirus, flu and cold

Symptoms	Coronavirus Symptoms range from mild to severe	Flu Abrupt onset of symptoms	Cold Gradual onset of symptoms
<b>Fever or chills</b>	Common	Common	Rare
<b>Cough</b>	Common (usually dry)	Common (usually dry)	Mild
<b>Fatigue</b>	Common	Common	Sometimes
<b>Aches and pains</b>	Common	Common	Common
<b>Sore throat</b>	Sometimes	Sometimes	Common
<b>Headaches</b>	Sometimes	Common	Rare
<b>Shortness of breath</b>	Common	No	No
<b>Runny or Stuffy Nose</b>	Sometimes	Sometimes	Common
<b>Feeling sick or vomiting</b>	Rare	Sometimes	No
<b>Diarrhoea</b>	Rare	Sometimes in children	No
<b>Sneezing</b>	No	No	Common

Information provided by the HSE website [www.hse.ie](http://www.hse.ie)

# How is COVID-19 spread?

- People can catch COVID-19 from others who have the virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks.
- These droplets are relatively heavy, do not travel far and quickly sink to the ground. People can catch COVID-19 if they breathe in these droplets from a person infected with the virus.
- Therefore it is important to stay at least 2 meters away from others. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected-by touching these objects or surfaces, then touching their eyes, nose or mouth.
- Therefore it is important to wash your hands regularly with soap and water or clean with alcohol-based hand rub.
- WHO is assessing ongoing research on the ways that COVID-19 is spread and will continue to share updated findings.

\*Information provided by the HSE website [www.hse.ie](http://www.hse.ie)

# How long the virus can survive on surfaces

- Common household disinfectants will kill the virus on surfaces. Clean the surface first and then use a disinfectant.
- Coronavirus can survive for:
  - up to 72 hours on plastic and stainless steel
  - less than 4 hours on copper
  - less than 24 hours on cardboard

Information provided by the HSE website [www.hse.ie](http://www.hse.ie)

# How to stop the spread

- Social distancing
- Social distancing at work
- Face Masks
- Good hygiene and hand washing
- Mouth Covering
- Cleaning

*The HSE has advised that gloves are not mandatory*

# Social Distancing

Social distancing is important to help slow the spread of coronavirus. It does this by minimising contact between potentially infected individuals and healthy individuals.

You should:

- keep a space of 2 meters (6.5 feet) between you and other people
- avoid any crowded places
- not shake hands or make close contact with other people, if possible

**There is very little risk if you are just passing someone. But try to keep a distance of 2 meters as much as possible.**

# Social Distancing in the Workplace

Introduction of physical distancing measures should be implemented across all business types. This can be achieved in a number of ways and include:

- workplace signage. See <https://www.gov.ie/en/collection/02cd5c-covid-19-information-resources/#logo-guidelines>;
- keeping a distance of 2 meters (6.5 feet) between you and others;
- avoiding making close contact with people (i.e. do not shake hands);
- implementing a queue management system with correct distance markings;
- allocating times for collections/appointments/deliveries;
- restricting/staggering the use of canteen facilities (bringing food/drinks to people);

# Social Distancing in the Workplace

- removing tables/chairs from the canteen and restricting the number of staff per table;
- ceasing all self-service activities and providing food that is pre-wrapped;
- reducing office density/support staff through working from home or split shift arrangements;
- use of technology for video/virtual meetings;
- limiting the number of meetings including length and proximity of gatherings between employees/others;
- shift handover arrangements should be altered to ensure the appropriate routines are followed for social distancing (maintaining 2 meter distance).
- altering shift patterns to reduce worker numbers;



# Face Masks/Shields

It will now be mandatory for you to wear a face mask to and from work. While conducting face to face activities you must always wear a face shield.

## **How to use a face mask properly.**

### **Do**

- Clean your hands properly before you put it on.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- Tie the mask securely. Replace the mask as soon as it is damp.

# Face Masks/Shields

## Don't

- Do not touch the mask while wearing it - if you do, clean your hands properly.
- Do not use a damp or wet mask.

## Taking a mask off

To take a mask off properly:

- remove it from behind - do not touch the front of the mask
- put it in a bin straight away
- clean your hands properly
- face shields can be removed and cleaned to be reused, if in good condition



# Good hygiene and hand washing

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Good hygiene and washing your hands properly (at least for 20sec) and often will help to stop the spread of coronavirus. Follow this advice as strictly as possible and encourage others to do this too.

## Don't

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- ❌ Do not touch your eyes, nose or mouth if your hands are not clean.
- ❌ Do not share objects that touch your mouth – for example, bottles, cups.

## Do

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- ✅ Wash your hands properly and often.
- ✅ Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze.
- ✅ Put used tissues into a bin and wash your hands.
- ✅ Clean and disinfect frequently touched objects and surfaces.

# Good hygiene and hand washing

## When you should wash your hands

- after coughing or sneezing
- before and after eating
- before and after preparing food
- if you were in contact with someone who has a fever or respiratory symptoms (cough, shortness of breath, difficulty breathing)
- before and after being on public transport, if you must use it
- before and after being in a crowd (especially an indoor crowd)





# Good hygiene and hand washing

- when you arrive and leave buildings including your home or anyone else's home
  - if you have handled animals or animal waste
  - before having a cigarette or vaping
  - if your hands are dirty
  - after toilet use
  - Keep your hands in good condition. Moisturise them often. Any basic product that is not perfumed or coloured is OK.
-

# Mouth Covering

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Cover mouth when coughing and sneezing. Cover your nose and mouth with disposable tissues.

If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand), put used tissues into a sealed bin and then wash your hands.

**Ideally cough into you elbow if you can do so. Wash your hands immediately.**





# Cleaning

- Cleaning of all work areas must be conducted at regular intervals using disinfectants to kill germs and stop the spread of disease and in a visible manner to instill staff and visitor confidence. For further information refer to Section 4.6. (NSAI-Covid-19\_Workplace\_Protection\_and\_Improvement\_Guide-pdf.pdf)
  - On a regular basis you must clean your iPad and phone with disposable anti bacterial wipes. This should occur every hour and also when required due to contamination.
-



Time Out





# The Impact

# How does this impact our role in the direct marketing industry



We must now not only wear our client branded uniform and ID badge, but we will now need to take the following to work with us;

- Clean Face Shield
- Hand sanitizer/hydro-alcoholic gel
- Antibacterial wipes



# How does this impact our role in the direct marketing industry

Moving forward we will now have to be more aware of what we are doing and who we encounter.

Due our industry being in the people business, just like hospitality and retail we must make a conscious effort of how our behaviors can affect others.

It is more than ever important that we practice superb customer service skills and you will notice a few changes in the upcoming sections that will now apply in the door to door channel and Sites/Events channel.

# New Policies

We will now introduce several new policies to insure we are protecting everyone from the spread of COVID19. We will upload the policies and questions to Waysact. To be activated on field you must complete the questionnaires in the required times.

- How to protect yourself and your team - Reviewed weekly
- Communications Policy – Reviewed bi-weekly
- Contact Logging Policy – Reviewed weekly
- Travel Policy – Reviewed weekly
- Response if employee is unwell policy – Reviewed daily
- Door to door COVID 19 policy – Reviewed weekly
- Sites/Events COVID 19 policy – Reviewed weekly





# Communications Policy

More than ever there will be a lot of information circulating on social media and online. To receive the correct information Trinity will appoint a co-ordinator and all marketing companies will appoint a co-ordinator. This person will be responsible for knowing the movements of all employees.

It is important that we have a robust communication strategy in place to prevent rumour and misinformation and to:

- provide up-to-date reliable information to employees;
- provide up-to-date reliable information to suppliers and customers;
- clarify the company's procedures and policies;
- ensure central visibility regarding resourcing and operational needs;

# Communications Policy

All information regarding COVID 19 will be reviewed on a day to day basis.

Only information from the HSE, WHO and the Government will be passed on and actioned.

## Protocol – Coronavirus (COVID-19)

### Communications

1. Communicate with Trinity coordinator any information passed on to each representative by the public
2. Sales Representatives will pass on all notifications of any symptoms of coronavirus
3. Sales Representatives will be trained in the new due diligence module for COVID 19 this will be reviewed monthly
4. Sales Representatives must communicate with management if they do not have the correct PPE to carry out their duties
5. Sales Representatives must communicate with management if they do not understand any points within the due diligence module or policies supplied
6. Sales Representatives must communicate with management any issues that arise with the public while carrying out their duties
7. Sales Representatives must contact their manager immediately if they have been coughed on out in public or saliva has been spread on them
8. All communications will be open and transparent from sales representatives to managers to clients
9. Trinity Marketing and the Marketing Companies will pass on all relevant up to date information provided from the HSE, Government and Charities Institute Ireland

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Marketing Company

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Manager

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Signature/Date

# Contact Logging

Due to the nature of the spread of COVID 19 we will now implement daily logging of contact management. In the event some one is diagnosed with COVID 19 we will be able to identify who that person has been in contact with.

What will this involve?

- Daily list of agents working sent to Trinity Marketing by 10am
- Daily a list of agent's names with the street names and street numbers with working hours, must be provided to Trinity Marketing by COB
- Daily list of names and site locations with hours worked must be provided to Trinity Marketing by COB

D2D Log								
Date	Time Logged In	Time Logged Out	House numbers	Street Name	Town	Agent Name	Marketing Company	Any Issues
12/5/20	11:15am	12:00pm	2,4,6,8,10,12,14,16,18	Hillview Court	Drumcondra	Peter Smith	ABC Marketing	4 - Did not like we were visiting d2d may complaint

Date	Time Logged In	Time Logged Out	Location	Agent Name	Marketing Company	Any Issues
12/5/20	11:00am	04:00pm	Grafton Street and St Stephen's Green (Outside Stephen's Green Shopping centre)	David McDougal	ABC Marketing	A customer touched the booth at 12pm. Immediately we wiped down the booth and everyone used hand sanitizer.



# Travel Policy

Fundraisers will “opt-in” to car sharing. People who do not wish to opt-in will be offered alternate fundraising roles.

- Fundraisers should travel to the site separately wherever possible
- Should car-sharing be required it must be the only remaining option for travel
- Fundraisers shall wear face masks when inside the car together
- Car windows shall be open wherever possible to ventilate the car
- Each Driver shall be provided with a COVID-19 cleaning kit for cars
- Drivers shall sign an amended Drivers policy document committing to these new standards.

# Public Transport

As per the recommended guidelines from the HSE, when travelling on public transport please wear a mask.

Follow the guidelines as mentioned for safe use of masks.

When exiting public transport always use hand sanitizer where possible.

# Role of the appointed coordinator

## **New Daily Requirements:**

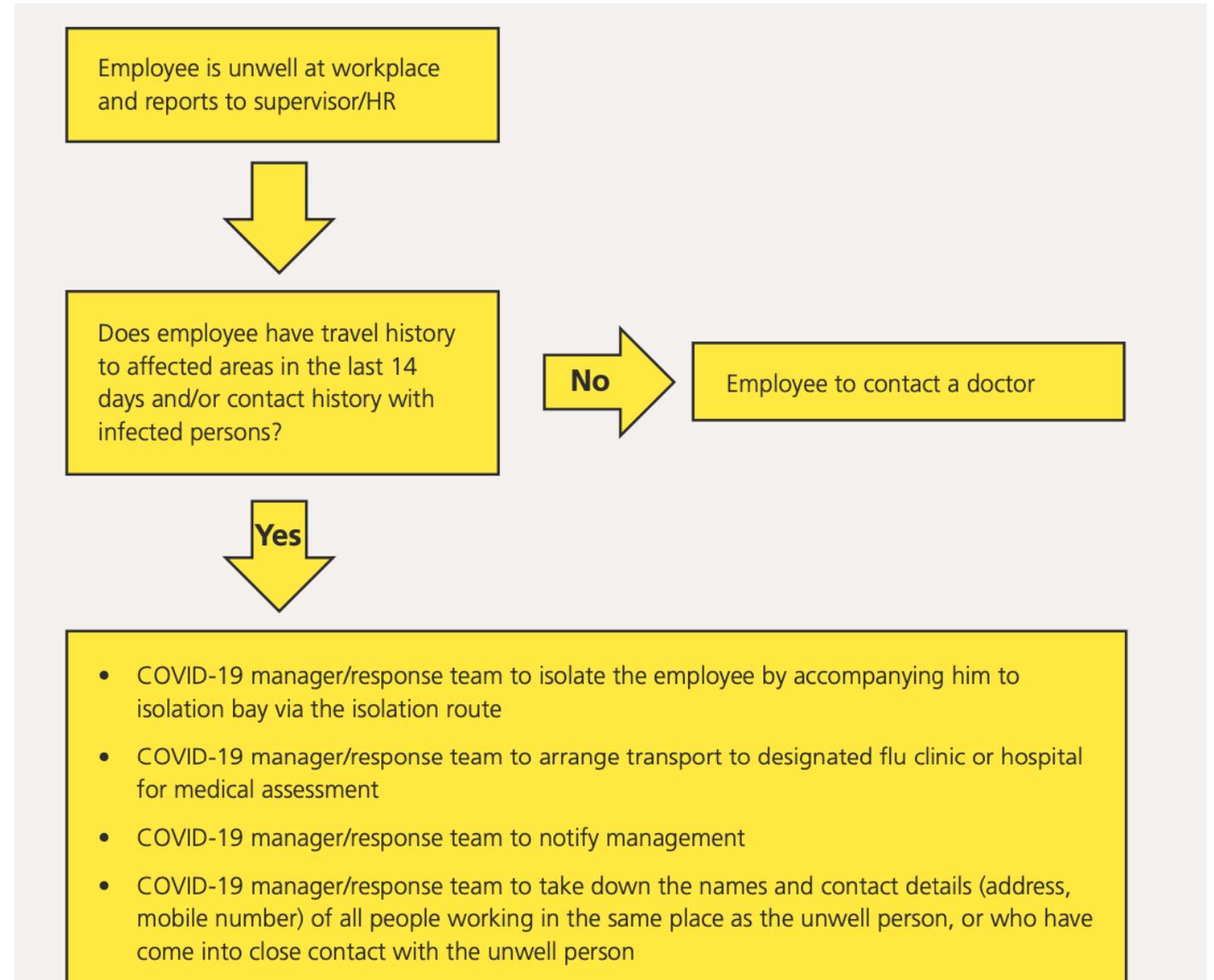
Everyday the following will need to be implemented to abide by the HSA and HSE standards for reopening:

1. All staff temperatures to be taken.
2. Please ask all staff do they have any symptoms of COVID19.
3. Has the employee been in contact with any person who has been positively tested for COVID19.

If the employee answers yes to the above or has any symptoms they must go straight home and contact their local GP.

## Response to COVID 19 symptoms

- The COVID-19 manager/response team should initially assess whether the unwell individual can immediately be directed to go home, call their doctor and continue self-isolation at home.
- Where that is not possible, the unwell individual should remain in the isolation area and call their doctor, outlining their current symptoms.
- They should avoid touching people, surfaces and objects.
- Advice should be given to the unwell individual to cover their mouth and nose with the disposable tissue provided when they cough or sneeze and put the tissue in the waste bag provided.



# Response to COVID 19 symptoms

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The COVID-19 manager/response team should notify management and arrange transport home or hospital for medical assessment. Public transport of any kind should not be used.

The COVID-19 manager/response team may be contacted by the HSE to discuss the case.

If the person develops new symptoms or their existing symptoms worsen within their 14-day observation period they should call their doctor for reassessment.

- Personnel who have been in close contact with a confirmed case include:
- any individual who has had greater than 15 minutes face-to-face (<2 meters distance) contact with a confirmed case, in any setting.





Time Out



# The new way of fundraising

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We will now have a completely contactless sign up process.

Face to face fundraising works because of the engagement between fundraiser and donor.

Social distancing presents significant challenges to this dynamic.

Technology that has long been focussed on the close proximity of fundraiser and donor is no longer appropriate.

You should not ask people to read out information that is sensitive, like their bank or credit card details, from a 'social distance' away either. You still need these, and the authorisation to use them, but they must be captured a different way.



# The new way of fundraising

Due to the current climate you may also be asked to work in shifts to allow for social distancing, your manager will talk in more detail with you.

We want to offer reassurance and certainty to our donors and clients we are playing our part to do everything we can to support everyone in this time of need.

**Please do not offer any medical advice and if someone has any questions regarding the finances of the client we are representing, please refer the person onto the charity.**

# Introducing Social Distancing by Evergiving

Every fundraiser in Evergiving is generated a QR code that can be used no matter what campaign they're working on that day. It can be displayed on a stand or anywhere in their proximity, so it's flexible. It's short so the QR code is readable from distance, and the QR code never changes; so it doesn't matter if it's lost. Everything else can change, the QR code doesn't need to as it is 'activated' when the fundraiser has accurately completed mandatory fields in front of a donor, and so it can never be misused.

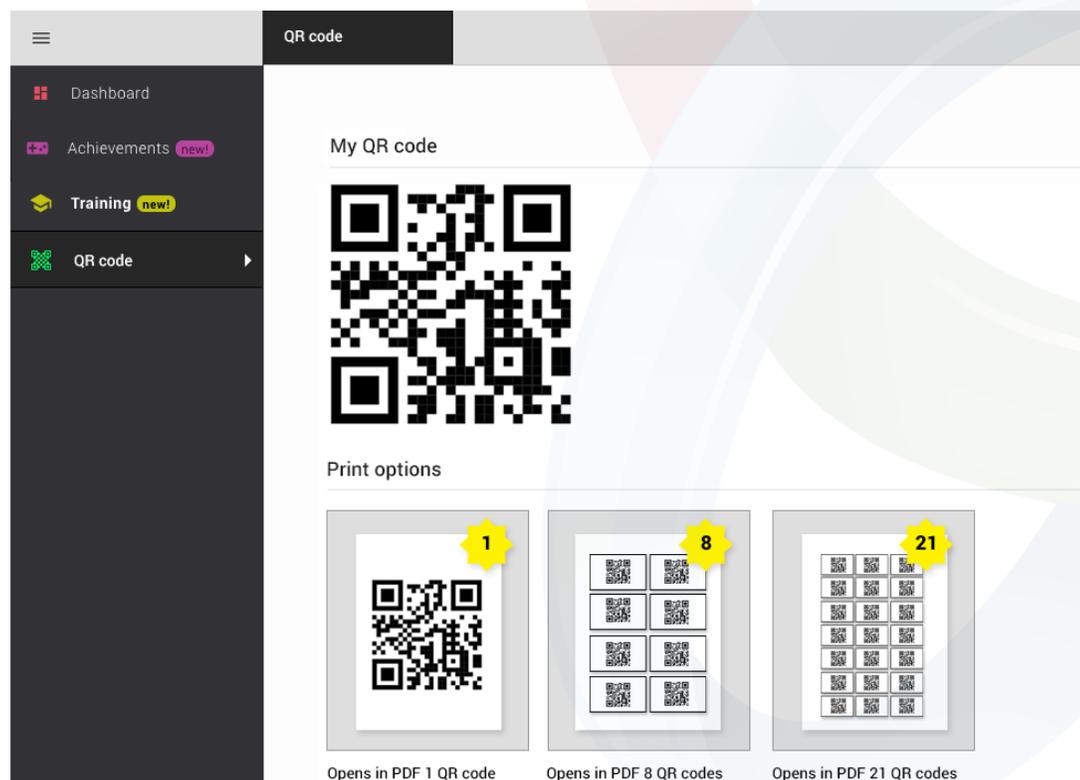
The fundraiser first captures important non-sensitive data that is safe to read out over distance, including the all important often conditional preferences, interests and survey questions.

The fundraiser then has the option of directing the donor to scan their QR code, or for those that prefer, send an SMS to loop out to the donor's phone. The donor uses their phone for the sensitive data capture and feels engaged in a process until the end.

- The fundraiser maintains control over the sign-up process.
- Security is never compromised.
- Social distance is maintained.
- The back end of Evergiving works exactly the same way.



# How does it work?



The screenshot shows a web application interface with a dark sidebar on the left and a main content area on the right. The sidebar contains a menu with items: Dashboard, Achievements (new!), Training (new!), and QR code (selected). The main content area has a header 'QR code' and a section titled 'My QR code' containing a large QR code. Below this is a section titled 'Print options' with three choices: a single QR code (labeled '1'), a 2x2 grid of QR codes (labeled '8'), and a 3x3 grid of QR codes (labeled '21'). Each option is shown in a preview box with a yellow starburst containing the count.

QR code

My QR code

Print options

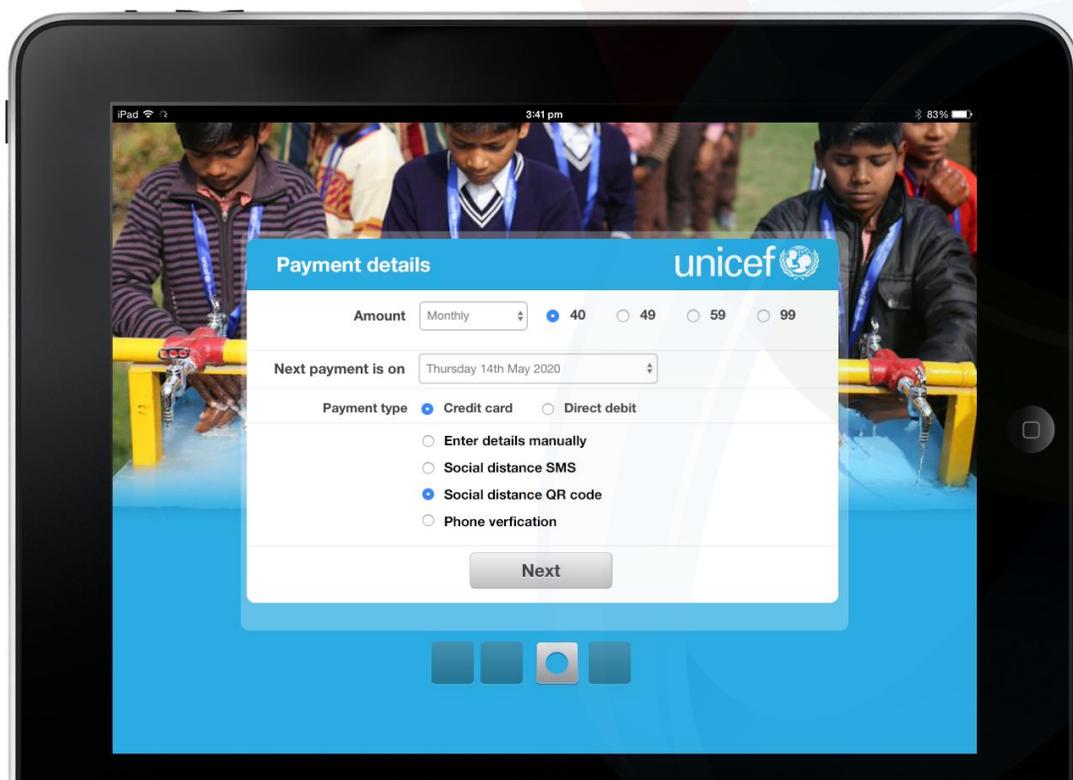
Opens in PDF 1 QR code

Opens in PDF 8 QR codes

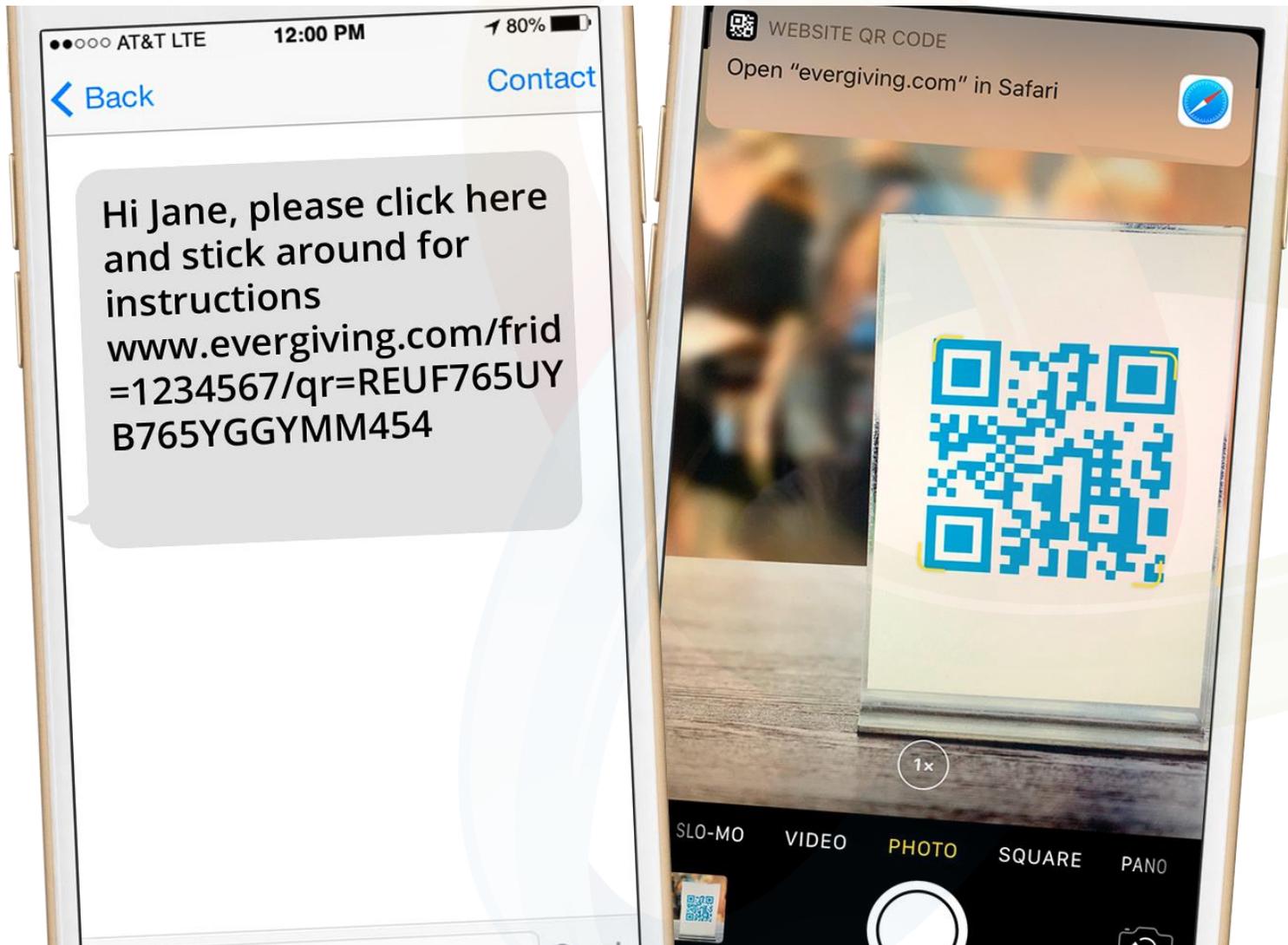
Opens in PDF 21 QR codes

- Every fundraiser has a secure QR code, in an easy to print format in a variety of sizes.

# How does it work?



The fundraiser can choose 'Social distancing SMS', or 'Social distancing QR code' that generates a one-time password (OTP). It is 'activated' only when the fundraiser has accurately completed mandatory fields in front of a donor.



How does it work?

3. The donor scans the socially distant QR code or opens and clicks a link in their SMS.

# How does it work?

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4. The donor enters the one-time password and agrees terms and conditions, compliance or more survey questions, and payment details in a campaign branded page on their phone.



# How does it work?

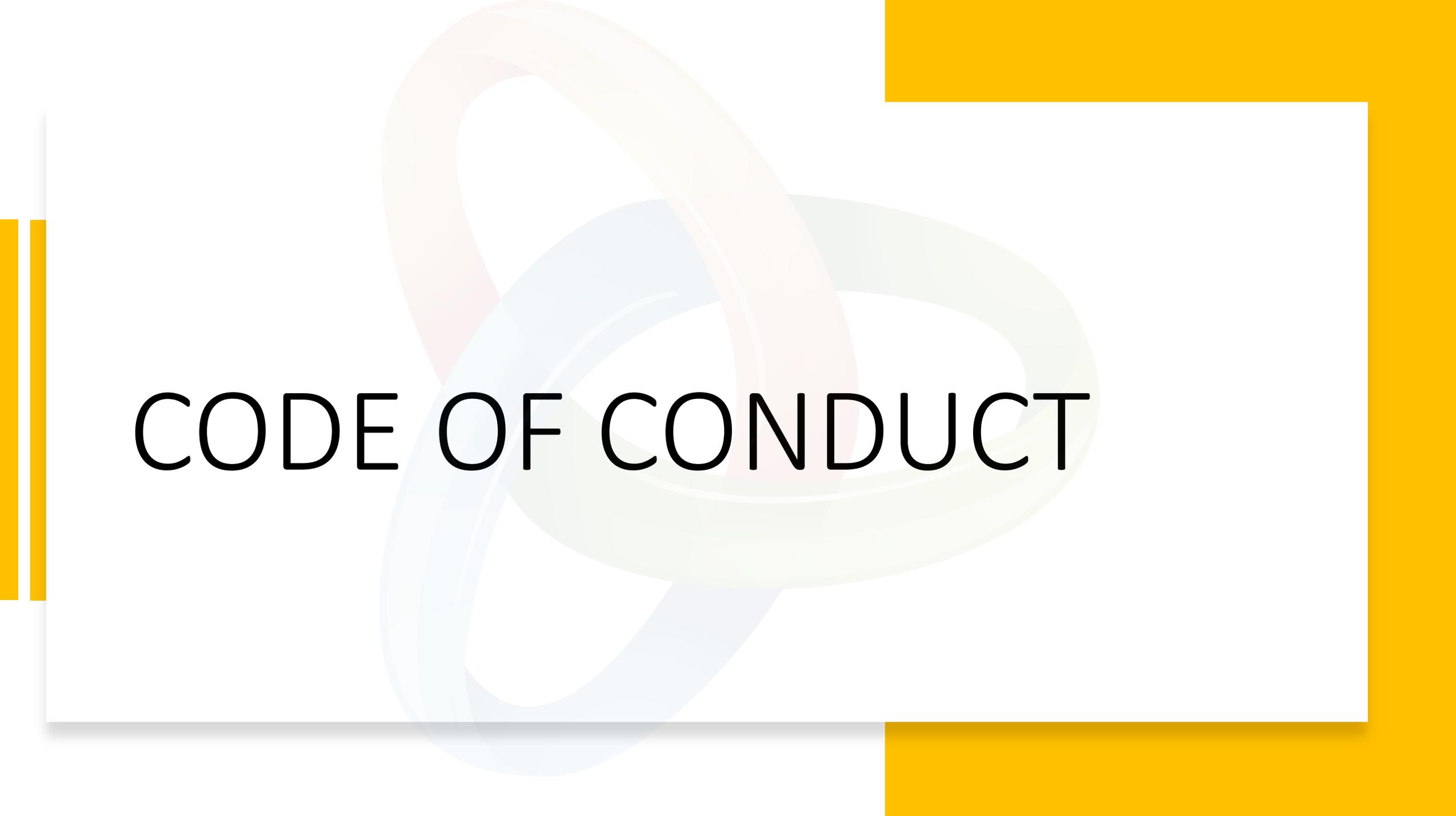
5. On submit the data is tied together, and all the processes that would normally happen occur, including attempting payment (and retries), SMS, welcome email, verification call, and all the backend features of training and performance management, integrations and data reporting work exactly the same.

With Social Distancing solutions by Evergiving the donor will feel they are part of a process.



Time Out



The background features a white central area with yellow blocks in the corners and along the sides. A large, 3D-rendered ring graphic is centered, composed of three interlocking loops in light blue, light green, and light red/pink. The text "CODE OF CONDUCT" is centered horizontally across the white area.

# CODE OF CONDUCT

# Door to Door Code of Conduct

In conjunction with our normal code of conduct measures you will now be required to abide by the following;

Entering your selected territory:

- Park your vehicle away from any crowds of people.
- Always record the street name and street numbers with times you entered and exit the street on your walk sheet.
- Submit the walk sheet to your manager (via WhatsApp) at the end of the day for record keeping.

# Door to Door Code of Conduct

In conjunction with our normal code of conduct measures you will now be required to abide by the following;

Entering your selected territory:

- Ensure you have used anti bacterial gel on your hands. You should have recently washed your hands also.
- Wipe down both your iPad, phone and pen with anti bacterial wipes. Carry around disposable bags to dispose any tissues.
- Ensure you are wearing a clean face shield.
- Make sure you are fully branded with client's uniform and have your ID visible.



# Door to Door Code of Conduct

---



Do's and don'ts at the door;

- Look around to confirm there is no cocooning signage. If you see a notice, please leave the property immediately.
- Knock/Ring the doorbell then step 2m back from the door

(take 2 large strides back carefully, if there are stairs step down 4 steps)

- If there is no response **you must** walk away – **Do Not** Knock/Ring a second time.
- Where possible avoid touching pets.



# Door to Door Code of Conduct

---

Do's and don'ts at the door;

- At no time do you go closer than 2m.
- At no time do you enter a house.
- At no time do you accept any cups or belongings from the person you are speaking to.
- Only complete one lap of your territory to ensure we are not bothering the people who are cocooning.
- Always carry around a small supply of thank you brochures in a zip lock bag, if someone is happy to take one this can be offered.

The above measures are to ensure both you and the person you are talking to will not be infected.

## Sites/Events Code of Conduct

As street pitching with a stand can be very visible to the general public, more than ever, we must be very aware how we conduct ourselves at this time.

We want to ensure we have our customer service hats on at all times to minimize complaints and health and safety issues for the public.

We must be prepared that people will want to comment and voice their opinion.



# Sites/Events Code of Conduct

In conjunction with our normal code of conduct measures you will now be required to abide by the following;

Entering your selected territory:

- Requirement - approval must have been given to set up the booth in the selected site.
- Ensure your site has a radius of at least 5 meters each side of the stand from a street or shop.
- Ensure your stand is not blocking any paths where pedestrians need to walk on the road.





# Sites/Events:

## Do's and don'ts at the stand:

- Always have bacterial wipes and disinfectant spray on the stand visible.
  - Always have a clean face shield on.
  - Always have hand sanitizer on the fundraiser and on the stand readily visible.
  - Always have tissues available on the stand.
  - Always stay within 1m from the stand.
  - Make sure you are fully branded with client's uniform and have your ID visible.
-



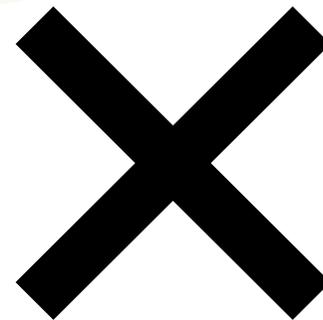
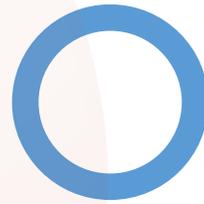
# Sites/Events:

- Have disposable bags readily available for disposing of tissues or wipes.
  - If we find people are not keeping their distance from the stand, use tape to measure 2 meters on the ground.
  - Ensure you have on visible client branded clothing and your ID badge is clearly displayed.
  - Have your QR code on show to allow people to scan from a distance.
-

# Sites/Events:

Do's and don'ts at the stand:

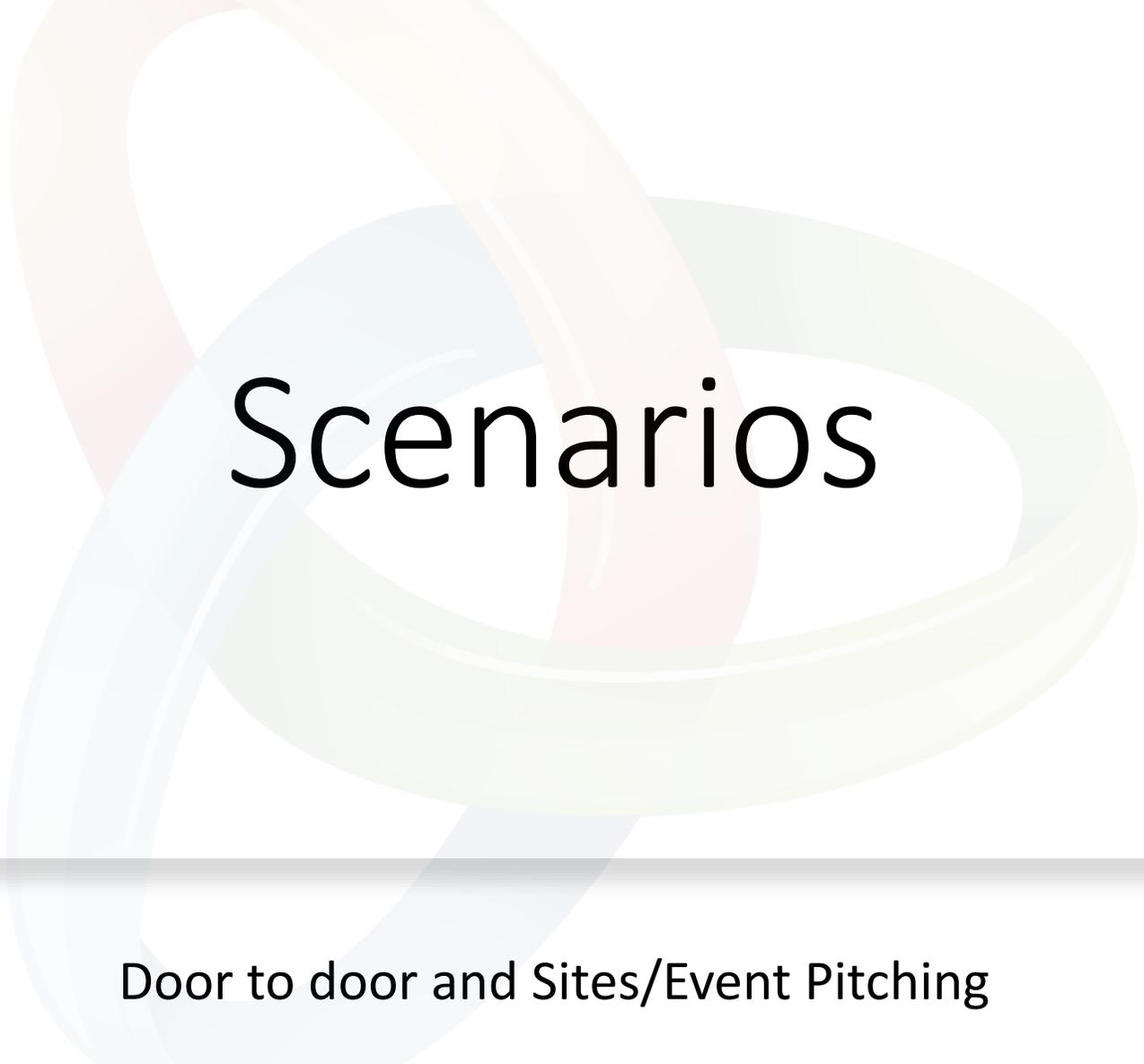
- Do not set up outside a shop front.
- Do not shout at people.
- Do not shake hands or make contact with people.
- Do not offer anything to customers – if they wish to take a thank you brochure allow the donor to take themselves while you are standing back.





Time Out





# Scenarios

Door to door and Sites/Event Pitching

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# D2D Scenarios:

What if an elderly person (over 70) or someone who is self isolating answers the door?

- Thank the person for their time, explain due to COVID19 it will be best practice you leave immediately for the health of the customer.
- **Notify manager of this so we can manage the frequency of this occurrence. Take note of how the person is feeling.**

Someone in the house needs assistance.

- Call the local Garda and explain the situation.

You are concerned for an elderly person at a property.

- Ask the person how they are feeling and managing during this time. If you feel the person needs assistance contact your COVID19 coordinator who will call the authorities to assist.

# D2D Scenarios:

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If an elderly person needs help or is feeling down, please pass on the details for ALONE:

## Who are our services for?

ALONE is a national organisation working with people over 60 years of age. If we cannot provide services directly, we will endeavor to locate a service that can. An older person does not necessarily have to live by themselves in order to be referred to ALONE.

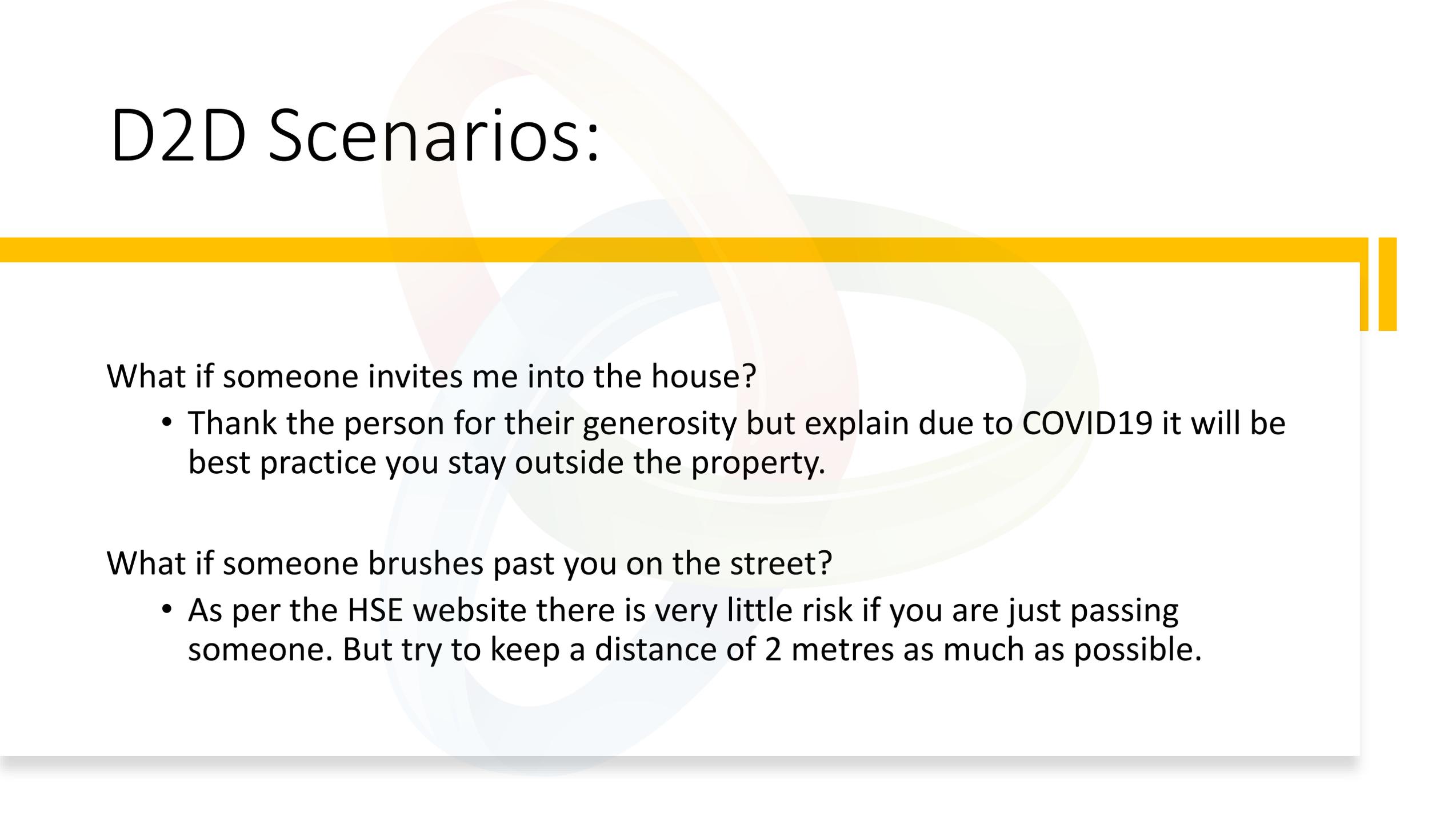
**CORONAVIRUS HELPLINE FOR  
OLDER PEOPLE:  
0818 222 024**

If you have concerns or queries about COVID-19  
call ALONE's dedicated support line, 8am-8pm

**ALONE**

**Supporting older people  
to age at home**

# D2D Scenarios:



What if someone invites me into the house?

- Thank the person for their generosity but explain due to COVID19 it will be best practice you stay outside the property.

What if someone brushes past you on the street?

- As per the HSE website there is very little risk if you are just passing someone. But try to keep a distance of 2 metres as much as possible.

# D2D Scenarios

What if someone wishes to make a complaint regarding me visiting their home?

- Advise the customer we are taking every precaution to ensure we are operating inline with the HSE and WHO requirements with social distancing and hygiene practices. If they wish to make a complaint advise to contact the organization, you represent. Leave the property immediately.
- Be professional and know when to leave the conversation.

A fundraiser knocks a door and a family member has lost someone.

- Apologise for the disturbance and politely excuse yourself from the property. Only if the person wishes you to stay do you proceed.

# D2D Scenario

An aggressive person is following me/ shouting at me.

- Move on immediately to another street and notify your manager immediately.

Someone is not happy I pressed their doorbell or knocked on the door.

- Show the person your hand sanitizer and reassure them you are taking every precaution and following the HSE guidelines. Leave immediately.

My face mask becomes damaged.

- Finish immediately from field. Call your coordinator to organize new PPE.

# D2D Scenario:

Hand Sanitizer was taken off the fundraiser.

- Stop working immediately and leave the field.

A child answers the door and touches the fundraiser or evades personal space as they are little, they do not understand the rules.

- Fundraiser always needs to be alert and must always keep themselves 2m away from the door and other people. Politely explain to the child you need to keep your distance. Notify your manager immediately if this occurs.

Fundraiser is coughed on or spat at.

- Fundraiser must leave the field immediately. Contact your COVID19 coordinator and self isolate until you have spoken to your GP.

# D2D Scenario:

Fundraiser knocks the door, and someone has died in the house recently.

- Apologise and offer commiserations and leave the property immediately. Move onto another street. Notify your coordinator immediately.

Someone tries to give you a handshake.

- Politely advise you are not allowed to make contact.

Someone wants to be tested and views you as a person from the hospital.

- Politely explain you are not a medical expert and they should contact their local GP for testing. Apologise for any confusion caused.

# Sites/Events Scenarios:

What if someone wishes to make a complaint regarding?

- Advise the customer we are taking every precaution to ensure we are operating inline with the HSE and WHO requirements with social distancing and hygiene practices. If they wish to make a complaint advise to contact the organization, you represent.

Someone grabs my badge to look at it closer.

- In order to minimize this occurring everyone will have a larger ID badge when working which can be visible clearly 2 meters away.

Fundraiser is coughed on or spat at.

- Fundraiser must leave the field immediately. Contact your COVID19 coordinator and self isolate until you have spoken to your GP.

# Sites/Events Scenarios:

Customers are touching the stand and merchandise.

- Advise the customer politely about the social distancing rules. Offer the customer hand sanitizer before and after they go to touch the merchandise.

How to minimize complaints from shops or security.

- At the beginning of the day go and meet the near by stores and security and advise you have approval to set up at that site. Advise you will be following all HSE guidelines.

Someone coughs/spits on the stand.

- Use bacterial wipes immediately and dispose in your waste bags. Immediately go and wash your hands also use hand sanitizer. Advise your COVID19 coordinator asap.



# Scripting:

## **Option 1:**

We are back out running our COVID19 Emergency Appeal to help raise much needed funds for (Client). As like many others in the country, our charity has had to halt any fundraising for both the public and our safety which has had a huge knock on affect to the running of their services. But now, adhering to Government Guidelines, we have been given the go ahead to resume our efforts to help get the services back up and running and raise the funds they urgently need..

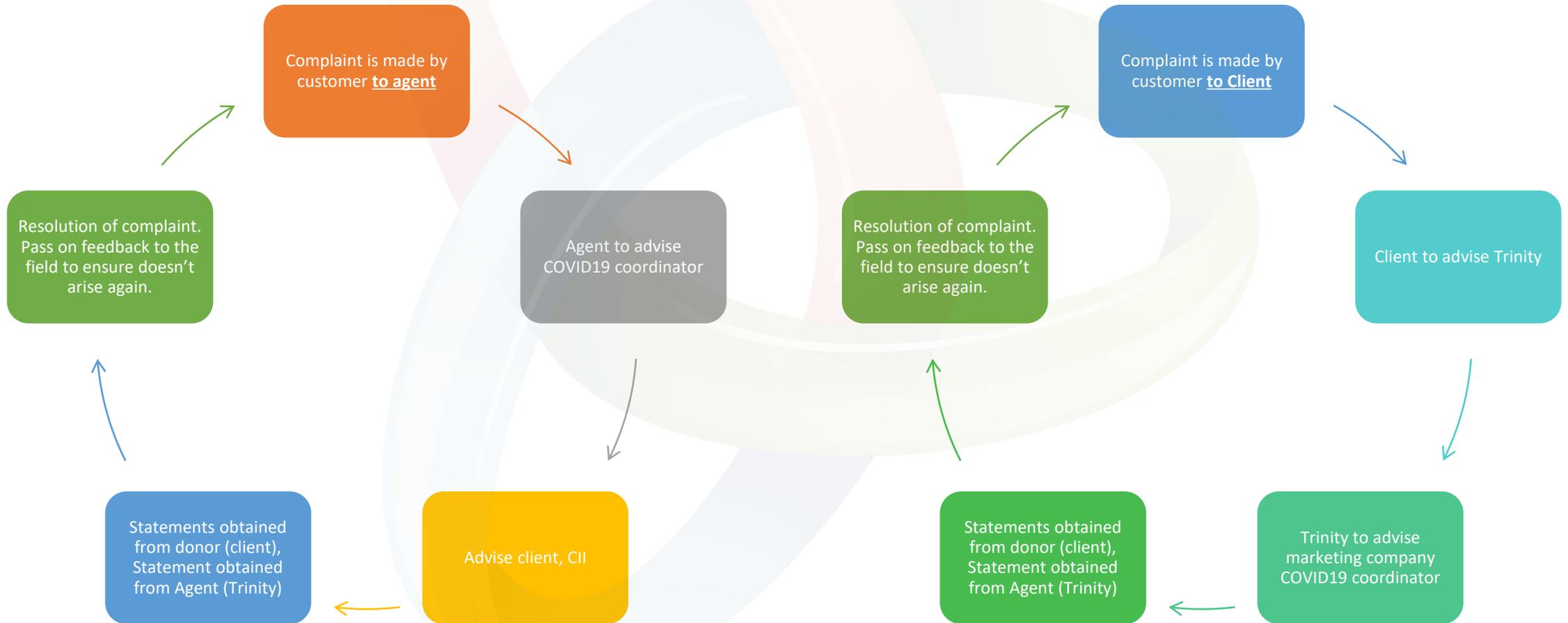
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Time Out



# Complaint process:





QUIZ TIME

