

Volunteer Guide

Zero-contact collections and deliveries

Firstly, **THANK YOU!** We cannot do what we do without brilliant people like you who share our passion and enthusiasm in making Glasgow a welcoming and safe space for all.

We've put together this one-pager to hopefully make your generous offer of helping us as simple and effective as possible.

Our ask

We simply ask that you collect a package from our office **3rd Floor of 1 Cadogan Square, 51 Cadogan St, Glasgow G2 7HF** and deliver it to the address marked on the bag or package.

Zero-contact collection & pick up

In order to keep everyone as safe as possible we have developed the following system and ask that all collections and deliveries are carried out in this way.

When you arrive at 51 Cadogan St, please call or message one of the team, or message within the Volunteer WhatsApp group to say you have arrived. We will then bring the package to you. We will have no contact during this time, trying to ensure that we keep to the two-metre social distance that has been advised. Conversation can take place from a distance but should be kept to a minimum. You are of course more than welcome to speak further with us over the phone - our numbers are all in the top right.

You will then take the package to the address marked on the label. We will let the recipient know that you will knock on their door to advise that the package is outside. We will assume if we do not hear from you that the package has been delivered successfully, however, if you do have a problem delivering the package please contact us on the one of the numbers listed at the top of this guide. Under **no circumstances** should personal information such as name and address be shared in the Volunteer WhatsApp group.

We would recommend using hand sanitizer regularly and washing your hands before collection and after dropping off.

Finally

It is our absolute priority to ensure that people have what they need but also that we keep **EVERYONE** as safe as possible. If you have any symptoms at all we ask that you isolate and let those who are healthy continue with critical support in the safest possible space.