



Hidden Help COVID 19 Policy

Unfortunately, due to the Coronavirus Pandemic, Hidden Help is having to restrict its service to serving only the most urgent cases. In order to maintain safety for our volunteers and staff, the following guidelines must be strictly followed.

Warehouse Visitors

Our warehouse is currently closed for visitors except on Mondays 9 am - 12 pm and Wednesdays 9 am - 12 pm. Please **DO NOT** call outside of these times as we will be unable to assist you.

Visits **MUST** be booked in advance through emailing donations@hiddenhelp.org. We will then get in contact with you to discuss what time you are arriving and what you are bringing.

All visitors **MUST** sign in using the NHS track and trace. Posters are displayed on the door to the warehouse and office. Mobile internet reception can be unreliable at the premises so please scan the attached QR code before you arrive if you are in any doubt.

All visitors **MUST** wear a mask and respect 2 meter social distancing rules. Only one visitor will be allowed to unload at any one time. Unfortunately help with unloading cannot be guaranteed and so heavy or bulky items may have to be collected at a suitable time.

All visitors **MUST** use the hand sanitiser that is available with before and after their visit. Unfortunately access to the toilet facilities is not allowed for visitors at this time; we apologise for the inconvenience but these facilities are shared with other local businesses.

Warehouse Volunteers

Volunteers are to wear face coverings and gloves at all times. 2 meter social distancing must be observed at all times whilst in the warehouse and outside. There is to be no eating or drinking inside the warehouse and volunteers should make their own arrangements for food and drink, which should not be shared with other volunteers whilst on the premises.

All volunteers must use the NHS tack and trace system on arrival at the warehouse.

Collections

Items may only be collected by appointment and during the warehouse opening times. Items will have been prepared 72 hours in advance and left in quarantine proper to collection. Unfortunately, unless possible with proper social distancing, our volunteers are unable to help with loading items.

Deliveries

Items are currently only being delivered if there is an urgent and extreme need (for example for clients with young children, the elderly or those that are disabled). Our delivery team will only enter your premises if it is deemed safe for them to do so and proper social distancing can be maintained. Clients **MUST** wear a mask at all times and are asked to ensure that adequate ventilation is maintained in the premises 20 mins prior to our arrival.

Updated 21st January 2021

LET'S HELP STOP THE SPREAD OF CORONAVIRUS



Scan this QR code with your
NHS COVID-19 App to check-in



Hidden Help

Primrose Cottage, Fernsplatt, Chacewater, TR4 8RJ

**DOWNLOAD THE
NHS COVID-19 APP**

