



TRAIL VOLUNTEER SERVICE GUIDELINES DURING COVID-19

Current as of July 1, 2021

Overview

During and after the coronavirus pandemic, TRAIL's top priority will always be the health and safety of its members and volunteers.

To that end, TRAIL continues to monitor and abide by the latest recommendations of scientific and medical experts, and also follow advice shared by our national aging-in-place consortium, the [Village to Village Network](#). TRAIL will update these guidelines as the pandemic evolves, new knowledge emerges, and conditions change within the state of Iowa.

TRAIL volunteers choose to donate their time and talents, and are under no obligation to serve. TRAIL will make every effort to fill member requests for volunteer services during COVID-19, but our ability to do so is entirely dependent on our volunteers' willingness to make themselves available and abide by these guidelines. If we are unable to fill member requests using TRAIL volunteers or other local volunteer resources, we may recommend that members contact one or more vendors on our list of pre-screened professional service providers instead.

General Safety Precautions for Volunteers and Members

- **All Full members requesting TRAIL volunteer services, and TRAIL volunteers providing such services, must sign and return to the TRAIL office a *TRAIL Volunteer-Member Waiver* or an updated TRAIL Membership Application form containing such a waiver before such services can be delivered.** The waiver is a permanent document for current members and member-service volunteers, and will be required of all future Full members and member-service volunteers.
- To ensure your own health and safety as well as that of others with whom you come in contact, we expect that TRAIL members and volunteers will abide by CDC COVID-safety guidelines *at all times*, not only when in the company of other TRAIL members and volunteers.
- If you or anyone in your household has traveled outside of Iowa, you must refrain from volunteering or scheduling volunteer assistance for at least 14 days after your return.
- If you or anyone in your household has been exposed to someone diagnosed COVID-19 positive, you must refrain from volunteering or scheduling volunteer assistance for at least 14 days after the date of exposure.
- If you are a TRAIL volunteer and experience flu-like symptoms the day before or the day of your scheduled service, please refrain from volunteering and contact TRAIL so we can find a replacement volunteer.

- If you are a TRAIL member and experience flu-like symptoms the day before or the day of your scheduled service, please call the TRAIL volunteer to cancel your service and contact your healthcare provider for guidance.

Volunteer Transportation: Expectations of Drivers and Passengers

- TRAIL requires drivers and passengers to wear face masks at all times. Volunteers will be provided a mask for themselves and for the member for whom they are providing transportation, if the member does not have a mask of their own.
- Volunteers are asked wipe down all hard surfaces in their vehicles -- e.g., inside and outside door handles, door panels, steering wheel and dash, gear shift, seat belts and buckles, etc. – prior to picking up the member. TRAIL also will furnish volunteers with hand sanitizer and/or wipes to carry in their vehicle.
- In addition to wearing masks, the driver and passenger(s) must maintain social distancing outside the vehicle.
- Inside the vehicle, passengers should ride in the back seat on the passenger side of the vehicle.
- If the weather allows, we recommend opening windows during the ride and/or using the fresh-air function in the vehicle's AC system. Do not use the recirculation function, which prevents fresh air from entering the vehicle.
- Drivers and passengers should thoroughly wash their hands prior to and following the transportation service.

Other Volunteer Services: Expectations of Members and Volunteers

- These services may consist of indoor or outdoor or tasks that do not require close physical contact between the member and volunteer, but where such contact is possible.
- During the volunteer's visit to the member's home, yard, or other property, TRAIL requires the member and volunteer to wear face masks at all times. The TRAIL volunteer will arrive with their own mask and an extra for the member, if they do not have one.
- The member should have sanitizer or wipes available if the volunteer needs to enter the home so the volunteer can wash their hands upon arrival. (Volunteers have the option of wearing rubber gloves if they choose.)
- The member and volunteer should maintain a safe social distance (6 feet) as much as possible during the service visit.
- The volunteer should avoid touching any surfaces other than those required to perform the requested service.
- When the service is completed and the volunteer prepares to leave the home, the member should offer sanitizer to the volunteer so they can wash their hands upon departure.
- When the volunteer has departed, TRAIL recommends the member clean all surfaces touched by the volunteer.