



Sales Promoter Activity Policy (COVID-19)

The Cornwall Hospice Care Lottery raises vital funds for Cornish healthcare charity Cornwall Hospice Care, via a weekly lottery and seasonal Raffles.

Face to face promotion for lottery subscriptions is the primary method of signing up supporters for Cornwall Hospice Care. It is widely acknowledged across the fundraising industry as the most productive and successful way of acquiring long term, high quality support on a regular basis.

The health, safety and wellbeing of promoters and members of the general public is paramount. Cornwall Hospice Care acknowledges that to be able to resume face-to-face activity in line with Government advice and guidance on COVID-19, there will be a requirement to implement a series of actions and procedures that each sales promoter will adhere to in respect to both door-to-door activity and attendance at private sites (venues such as garden centres and shopping centres).

PERSONAL SAFETY AND HYGIENE EQUIPMENT:

1. All Cornwall Hospice Care promoters will be equipped with, and are required to use as advised, the following Personal Protective Equipment (PPE) items:
 - a. Face shield
 - b. Hand sanitiser (personal use and public use at private sites)
 - c. Disinfectant wipes
 - d. Bin bags in car (door-to-door)
 - e. Waste bin and liners (private sites)

2. Appropriate social distancing tools:

- a. Tape measure
- b. 2 metre distance disc

3. All Cornwall Hospice Care promoters must clearly display at private sites, or show the supporter upon request at the door:

- a. ID badges – laminated and enlarged copies now displayed
- b. Laminated copies of Cornwall Hospice Care Sales Activity Policy (COVID-19) and Cornwall Hospice Care Risk Assessments for door-to-door and private sites
- c. Further items of Cornwall Hospice Care branded clothing

4. Displaying symptoms of being unwell: Any promoter who is unwell or develops symptoms of COVID-19 should contact their line manager and return home immediately, while ensuring minimum risk to themselves and the general public. They must seek further medical advice and adhere to Government guidelines regarding self-isolation.

5. Social Distancing: Promoters must carry out tasks at a socially responsible distance upon resumption of face-to-face activities. This is currently two metres. Cornwall Hospice Care will advise promoters if and when this changes. Remember – social distancing is a circle, not a line.

6. Promoter personal health and hygiene: Promoters must not shake hands with colleagues or the general public and must ensure they are familiar with, and follow hand hygiene guidance and advice, adopting good respiratory hygiene and cough etiquette.

7. NHS Track and Trace: Cornwall Hospice Care promoters will use the current NHS Track and Trace app and will assist this service by keeping shift patterns of site promoters and detailed activity reports by door-to-door promoters. All records will be kept for a minimum of 21 days.

REPORTING: Should a promoter become unwell at any time, or feel that their personal safety is at risk, they should immediately contact their line manager or the Cornwall Hospice Care Lottery Head Office on 01726 66868 option 4.