



YOUR Volunteers



- Will existing volunteers return?
- Are you overly reliant on a particular age group?
- Will potential changes in the roster affect your volunteer base?
- Is adequate PPE on hand for volunteers?
- Update your volunteer policy and roles to include COVID-19.
- What training must new and existing volunteers undertake?
- How will you ensure volunteers/staff feel safe and valued?

YOUR Premises



- How have you planned to control access to the premises?
- Are the required social distancing measures in place?
- Must you update your insurance policy?
- Have you defined the maximum capacity of the premises?
- Have you installed appropriate barriers and screens?
- What is the plan for communal space use e.g. kitchen, bathroom, coat room?
- Have you devised a COVID-19 plan to cover how you will now operate?

YOUR Services



- Can you operate at pre-COVID-19 levels?
- Will your opening hours change?
- What are the financial implications of operational changes?
- How will the changes affect your service users/ customers?
- How can you minimise disruptions to customers/ service users?
- Do you have the finances to implement the necessary changes?
- Are supports available to assist your services?

YOUR Service Users / Customers



- Are your customers/ service users aware of when and if you are operating?
- What is the plan to communicate service changes to them?
- Will you cater for drop-ins or "by appointment only"?
- If by appointment only, how will the process be managed?
- Do you have hand sanitiser/ wipes available for use?
- Do you have the capacity to make cashless payments?
- Have you trialled your new procedures as a customer/ service user?

YOUR Reputation



- How have you demonstrated commitment to COVID-19 suppression?
- How will you ensure customers/ service users feel safe and valued?
- Is official COVID-19 signage displayed?
- What safeguards are in place for service users/ customers?
- Is there a reporting mechanism for those with a complaint?
- Do your new processes compare with those in your sector?
- How do you plan to showcase the value of your group in the new normal?