

## PFS COVID-19 POLICY FOR F2F FUNDRAISING

This policy sets out the PFS approach to Face-to-Face fundraising in the Covid-19 Pandemic, covering multi-channel training, operational process, and ongoing monitoring.

PFS recognises how vital it is – with a pandemic in our midst – that we operate safely, protecting people's health and inspiring confidence among the public.

The creation of this policy is undertaken in view of guidance from the Chartered Institute of Fundraising (CIOF), the Fundraising Regulator, the UK Government, the governments of the devolved nations and the wider UK fundraising sector, where appropriate.

Given the ever-changing nature of the Covid-19 Pandemic response, this policy will be updated or modified in line with any newly introduced or amended measures at such time as they take effect.

### OUR FUNDRAISERS

#### Regular handwashing and maintaining good hygiene

- Fundraisers must wash their hands often, using soap and water and drying them thoroughly.
- Fundraisers must use hand sanitiser/disinfectant where they cannot wash their hands with soap and water, especially after travelling on public transport, as they enter a building and after contact with surfaces.
- Fundraisers must always carry hand sanitiser/disinfectant.
- Fundraisers will be advised to avoid touching their face.
- Fundraisers must adhere to the officially recommended respiratory hygiene procedures (coughing into their elbows, or into a tissue, which will then be disposed of immediately).
- Fundraisers must compliantly wear face coverings whilst they are representing PFS charity partners. Some PFS charity partners may provide specific requirements on wearing face coverings where the mouth is visible e.g. clear face visors. In these circumstances fundraisers must follow the specific charity requirement to be compliant with this policy.
- Equipment including, but not exclusive to; tablets, phones, stands, hygiene hooks and laminated presenters must be cleaned with disinfectant at regular intervals.

#### Social distancing / limiting group numbers

- In addition to the agreed face covering, all fundraisers must wear a 'social distancing awareness' arm band.
- Fundraisers must ensure they are social distancing from each other (2 metres) as well as members of the public. Fundraisers will be reminded to have this front of mind for 'on the job' training, meetings, and shift changeovers.
- Fundraisers must have no physical contact with other fundraisers, or members of the public.
- Where possible, fundraisers will aim to keep all interactions with members of the public to less than 15 minutes.
- Fundraising offices will aim to minimise the number of other fundraisers they meet. Provisions for this may include, but are not limited to; creating 'bubbles', smaller set teams, only appointed fundraisers to visit the office, reduction of non-essential meetings etc.

#### Illness and Covid-19 testing

- A fundraising office must keep a temporary record of fundraisers who are working together and their fundraising locations for 21 days and assist NHS Test and Trace with requests for that data if needed.
- Fundraisers must not leave home, and must advise the fundraising office immediately, if they or someone they live with has any of the following:
  - A high temperature
  - A new continuous cough
  - A loss of, or change to, your sense of smell or taste.

- Fundraisers must return home, and must advise the fundraising office immediately, if they begin to display any of the above symptoms during activity.
- If a fundraiser displays symptoms then they must self-isolate for the number of days specified by NHS Test and Trace, according to the latest government guidance, and arrange a test immediately.
- If a fundraiser tests positive for coronavirus then any fundraisers who they have had close recent contact with, will self-isolate for the number of days specified by NHS Test and Trace, according to the latest government guidance.

## OPERATIONAL PROCESS

### Current measures:

England: National Lockdown Roadmap

Scotland: National Lockdown Roadmap towards '0-4' Level system

Wales: Alert Level 1-4 System

### England:

National Lockdown Roadmap:

- PFS will conduct Face-to-Face fundraising, when in agreement with our charity partners and at such a time as the government guidance on Covid 19, can be interpreted that face-to-face fundraising is viable.
- PFS is committed to operating, in all channels, in accordance with this policy.

### Scotland:

National Lockdown Roadmap towards '0-4' Level system

- PFS will conduct Face-to-Face fundraising in Levels 0-3 when in agreement with our charity partners and at such a time as the Scottish government guidance on Covid 19, can be interpreted that face-to-face fundraising is viable.
- PFS is committed to operating, in all channels, in accordance with this policy.
- PFS will review all channel activity in areas classified as Level 4 before commencing any fundraising and only when in agreement with charity partners.

### Wales:

Alert Level 1-4 System:

- PFS will conduct Face-to-Face fundraising in Levels 0-3 when in agreement with our charity partners and at such a time as the Welsh government guidance of Covid 19, can be interpreted that face-to-face fundraising is viable.
- PFS is committed to operating, in all channels, in accordance with this policy.
- PFS will review all channel activity in areas classified as Level 4 before commencing any fundraising and only when in agreement with Charity partners.

### For Private Sites:

- Site level risk assessment to be undertaken of current private site estate to document how many fundraisers can operate within social distancing measures.
- A maximum of 2 fundraisers will be present per site.
- Site bookings are to be made in line with other retailers who are opening in line with lifted restrictions (from public perception and footfall perspectives).
- Any site where a member of the public cannot walk past without being at least 2m from a fundraiser and being uninterrupted as they walk will not be used for fundraising until further notice.
- Fundraisers will take temporary tape and / or floor markers, using them only for the duration of the day's activity, to delineate 2m social distancing at a private site stand, with the site's agreement.
- Fundraisers will not approach members of public who appear to be within a vulnerable group e.g. over 70 years.

#### For Street:

- Street site risk assessment, via the CloF, will be undertaken of current street site options to document suitability of location and how many fundraisers can operate within social distancing measures.
- Sites where a member of the public cannot walk past without being at least 2m from a fundraiser and being uninterrupted as they walk will not be used for fundraising until further notice.
- Fundraisers will take tape and / or floor markers, using it to delineate 2m social distancing, where the site permits.
- Fundraisers will not approach members of public who are visibly within the vulnerable groups e.g., over 70 years.

#### For Door-to-Door (D2D):

- Fundraisers must not enter a property under any circumstances, even by invitation.
- If there are certain locations, for example, flats or apartment blocks with narrow walkways, where social distancing cannot be maintained, fundraisers should not fundraise in those locations.
- All conversations must be undertaken at a 2m distance, which will mean the fundraiser needs to ensure there is a minimum of 2m of private property from the front door, so they are not standing on the street.
- Only 1 fundraiser is to approach each door, ensuring 2m remains between each fundraiser.

#### For all channels:

- Information will be available on PFS and charities' websites which fundraisers can direct members of the public to for more information on how we are keeping the fundraisers and members of public safe.
- Fundraisers must display or wear visible messaging in relation to social distancing.
- Fundraisers must not offer or give a visual aid, charity information materials or indeed any physical item to a member of the public to hold
- Where fundraisers are required to collect equipment from the fundraising office, this will be arranged by appointment to limit interactions.
- Fundraisers must comply with government guidance on travel and transport to the fundraising office and to their private site, street site or residential territory.

### **CONTACTLESS PROCESS FOR NEW SUPPORTER ADMINISTRATION.**

- The PFS sign-up process does not require a supporter to touch the tablet. The Supporter Verification Call ("SVC") continues to evidence that the supporter has understood and committed to regular giving, sponsorship, or lottery.
- The SVC will be completed by making an outbound call to the supporter's own phone removing the need for any contact with fundraisers' phones.
- If a supporter feels uncomfortable providing bank details, due to the need to speak louder whilst socially distancing, PFS offers the flexibility to take these details through the SVC as an alternative option.
- Welcome packs and supporter receipts are to be sent out electronically with the welcome email and mandate, or via postal fulfilment.
- Should any payment or donation be agreed that is not the commencement of a DD, this will take the form of a 'one-off donation' and will be administered completely contact free, via a member of the public's own device.

### **PFS TRAINING**

- PFS has developed training content for conduct, process, and compliance to account for changes and requirements due to Covid 19. It is mandatory for any fundraiser representing PFS and their charity partners to complete this.
- PFS has created and distributed bespoke training content on how to handle media enquiries and queries from the public challenging public fundraising activity. It is mandatory for any fundraiser representing PFS and their charity partners to complete this.

- PFS delivers the bespoke training package to fundraisers remotely via Zoom (or similar platform).
- Ongoing refresher training is also delivered via Zoom (or similar platform), utilising functionality on the tablets.
- Fundraising offices undertake a contactless process for training new fundraisers delivered via Zoom (or similar platform), utilising functionality on tablets.
- Training content will be reviewed with each charity partner to ensure the impact of Covid-19 is covered, as well as any specific requirements from that charity when they are represented by a PFS fundraiser.
- For any training that takes place where 2 or more fundraisers are in the same location, either remotely or present in an office location, this training will be conducted in strict adherence to social distancing and current government guidelines.

## ONGOING MONITORING

- PFS will be monitoring and gauging the public perception via fundraiser feedback and SVC commentary.
- PFS will utilise the tablet functionality to take photos to enable remote monitoring of fundraiser set-up each day in line with this policy.
- PFS will take an approach of adaptability and flexibility considering feedback received during fundraising resumption.
- PFS will undertake additional complaint monitoring and analysis, specifically about fundraising resumption.
- PFS will continue to play an active role in industry groups and networks.