

SOP for General (non-medical) Volunteers – Nelson Mandela University

1. Purpose

Since the outbreak of COVID-19 and the subsequent spread thereof throughout the country, a need has arisen for ordinary South Africans to assist in various ways in combatting the pandemic and curbing the spread of the virus. The need for volunteers exceeds the need for only medically trained volunteers and there is a need for the community to assist in many different ways in curbing the spread of this virus and flattening the curve in South Africa.

The Nelson Mandela University strives to be a dynamic African university, recognised for its leadership in generating cutting edge knowledge for a sustainable future by contributing to sustainable development through excellent academic programmes, research and service delivery offering a diverse range of quality educational opportunities all of which can make a critical and constructive contribution to the COVID-19 pandemic.

This document will provide guidelines on processes for the general (non-medical) volunteers within the University community to follow in order to mitigate both the risk of exposure to themselves and others. The document should be read in conjunction with the Regulations promulgated in terms of the Disaster Management Act 52 of 2002 (“Disaster Management Act”) from time to time and any other guiding documents that relate to the specific service rendered by the respective general volunteers.

All members of the University community should be made aware of this standard operating procedure (“SOP”) for general volunteers by placing the terms and conditions thereof on the university staff and student portals and website. **Each volunteer shall read and accept the terms of this document by indicating his/her acceptance on the website** and forthwith comply with the provisions and procedure set out herein.

2. COVID-19 Projects

2.1 The University has made a commitment to government to assist in the national, coordinated response in its efforts to attempt to curb the spread of the virus both locally and nationally by implementing *inter alia* the following projects:

- 2.1.1 Faculty of Humanities – non-medical mask project;
- 2.1.2 School of ICT - Digital technology for contact tracing;
- 2.1.3 Innoventon – General duties relating to the hand sanitizer project;
- 2.1.4 eNtsa - General assistance to the non-medical shield project;

2.1.5 General volunteers to assist with implementation of measures to combat the spread of COVID-19 on its campuses;

2.1.6 Community engagement

The above is not a closed list of projects and this clause may be amended from time to time, to reflect the projects that are being run under the auspices of the University at any given time.

2.2 A Project leader/coordinator will be appointed by the University for each of the above projects.

2.3 The project leader/coordinator will ensure that each project and its volunteers are compliant with the Regulations that are applicable to their project at any given time and that all other requisite safety measures are adhered to whilst the volunteers are under the supervision of the project leader/coordinator on University premises.

2.4 The project leader/coordinator shall ensure that volunteers are issued with the necessary travel documents, in the event that travel is involved for the project in question.

2.5 The project leader/coordinator shall ensure that a screening and sanitising station be set up at the start of every shift for the volunteers who are under their control, at a premises outside of the volunteer's home.

2.6 The project leader/coordinator shall keep a register of all volunteers working on his/her project.

3. Volunteers

3.1 General volunteers should be at least 18 years of age and in general good health.

3.2 Every general volunteer should ensure that, prior to commencing work on any project, his/her name is added to the register being kept by the project leader/coordinator and that he/she has **duly completed the declaration and indemnity form** annexed hereto as **Appendix A**.

3.3 Volunteers shall at all times adhere to the Regulations relating to physical distancing (should the project involve a group of people being in the same area) and wear a mask, and/or any other Personal Protective Equipment that may be required, at all times.

3.4 In the event that a volunteer is feeling unwell prior to the start of their shift or at any given time during the performance of their work, the volunteer should:

3.4.1 Inform the project leader and should not report for duty (in the event that the project requires the volunteer to leave his/her home, he/she should stay at home);

3.4.2 Call the toll-free helpline on 0800 029 999 or 0800 111 132;

3.4.3 Do not leave your home; and

3.4.4 Do not visit the University clinic without prior notice to the staff at the clinic.

3.5 Any volunteer who works on an off-campus site shall have to acquaint themselves with the workplan of that site and shall abide by the precepts of that workplan.

4. Confidentiality

All data collected during the subsistence of the project is to be kept confidential. The volunteer undertakes to treat such data as strictly confidential and not to divulge to any third party any information disclosed to him/her and not to make use of such data without the prior written consent of the data owner.

5. Informed Consent

Volunteers confirm that they understand that their participation in the project(s), listed and described above, are entirely voluntary and accept the risks inherent in his/her participation therein. The aforementioned risk is not limited to the volunteer, but due to the nature of the virus (that it spreads from person to person), this risk may extend to their families, housemates or roommates, to whom they return after completing a shift and this should form part of the risks taken into consideration by a volunteer who signs up for any of the above mentioned project(s).

Appendix A

I freely and voluntarily sign up to be a general volunteer on the project(s) mentioned above and declare the following:

1. At the date of acceptance of the terms contained herein I am older than 18 years of age but younger than 60 years of age;
2. I am in general good health and to my knowledge do not suffer from any of the co-morbidity diseases (these include *inter alia*, illnesses such as respiratory illnesses, diabetes, hypertension etc.) and am not immune compromised;
3. I am able to perform the duties expected of me in line with my capabilities;
4. I accept that I may encounter a higher risk of exposure to Covid-19, in that I may be required to interact with people who may be infected with the disease;
5. I undertake to follow all the recommended practices in relation to the wearing of a mask and the constant and proper sanitizing of my hands, as well as any other hygiene related practices to safeguard both myself and those who I may come into contact with. These practices are set out in **Appendix B**;
6. I undertake to abide by all the Regulations that have been promulgated during the period after the declaration by President Cyril Ramaphosa of a National Disaster on 15 March 2020 contained in <https://www.gov.za/coronavirus/guidelines> which will be explained to me by the project leader/coordinator;
7. I agree to indemnify and hold harmless the Nelson Mandela University, and its affiliates, management, members of staff, agents, volunteers, representatives, predecessors, successors and assigns against any and all claims, or actions of any kind whatsoever for liability, damages, compensation, or otherwise brought by me or anyone on my behalf, including attorney's fees and any related costs, if litigation arises pursuant to any claims made by me or by anyone else acting on my behalf;
8. I understand that once I accept these conditions online, the terms thereof will become binding on both parties.

Appendix B

1. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.
2. Maintain at least 1 metre (3 feet) distance between yourself and others. Why? When someone coughs, sneezes, or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person has the disease.
3. Avoid going to crowded places. Why? Where people come together in crowds, you are more likely to come into close contact with someone that has COVID-19 and it is more difficult to maintain physical distance of 1 metre (3 feet).
4. Avoid touching eyes, nose and mouth. Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and infect you.
5. Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands. Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
6. Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until you recover. Have someone bring you supplies. If you need to leave your house, wear a mask to avoid infecting others. Why? Avoiding contact with others will protect them from possible COVID-19 and other viruses.
7. If you have a fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
8. Keep up to date on the latest information from trusted sources, such as WHO or the local and national health authorities. Why? Local and national authorities are best placed to advise on what people in your area should be doing to protect themselves.
(<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>)