

THE HOSPICE LOTTERY PARTNERSHIP SALES ACTIVITY POLICY (COVID-19)

The Hospice Lottery Partnership (HLP) raises funds for its partner charities based in Herts, Beds, Bucks, Oxon, Berks, Middx and the London boroughs of Hounslow and Hillingdon, via a weekly lottery and seasonal Superdraws.

Face-to-face promotion for lottery subscriptions is the primary method of supporter acquisition for HLP. 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. HLP 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 (D2D) activity and attendance at private sites.

PERSONAL SAFETY AND HYGIENE EQUIPMENT:

1. **All HLP promoters will be equipped and are required to use as advised the following Personal Protective Equipment (PPE) items:**
 - a. Face shield and/or mask
 - b. Hand sanitiser (personal use and public use at private sites)
 - c. Disinfectant wipes
 - d. Bin bags in car (D2D)
 - e. Waste bin and liners (private sites)
2. **Appropriate social distancing tools:**
 - a. Tape measure
3. **All HLP promoters must clearly display (at private sites) or show the supporter upon request (D2D):**
 - a. Awareness armbands
 - b. Laminated copies of HLP Sales Activity Policy (COVID-19) and HLP Risk Assessments for D2D and private sites
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 meters. HLP 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, adopt good respiratory hygiene and cough etiquette.
7. **NHS Track and Trace:** HLP will assist this service by keeping shift patterns of site promoters and detailed field activity reports by D2D promoters. All records will be kept for a minimum of 21 days.
8. **Travel:** No car sharing is allowed until further notice.

PROMOTER PROCEDURES – PRIVATE SITES:

All promoters to complete internal training on Sales Activity Policy (COVID-19) and must adhere to the following conditions:

1. Risk Assessments to be completed and reviewed regularly.
2. All promoters must seek site contact approval of their set-up area (in-line with risk assessments) before interacting with staff, customers and/or patients.
3. Promoters must keep two meters apart from their colleagues and the general public at all times. Remembering social distancing is a circle.
4. Promotional stands, pull up banners etc. must be positioned to allow the general public to easily pass while maintaining the two meter distancing.
5. Where possible the promoter should avoid placing themselves directly in front of a member of the public. Face diagonally if possible.
6. Promoters must establish an 'opt in' from the public before any engagement, and will not knowingly invite interactions with persons showing COVID-19 symptoms or in the 'at risk' group.
7. All surfaces, promotional material and equipment used (tablets etc.) must be cleaned down and sanitised with antibacterial wipes as required, after initial set up, at regular intervals throughout the day, and at the end of each day.
8. Separate hand sanitisers must be available for promoters and the public to use at all times.
9. Clear signage on the promoter's person and the site location should be displayed at all times to show awareness of Government guidance.
10. Any interaction with the public must last no longer than fifteen minutes.
11. The signing up of new supporters must be carried out to reduce contact.
12. If worn, gloves must be changed at regular intervals throughout the day and responsibly disposed of.
13. Promoters must immediately report any instances of potential contamination following interactions with people confirming that they carry the COVID-19 virus.
14. All promoters are to have regular breaks. Breaks must be staggered if the site requires more than one promoter in operation.

PROMOTER PROCEDURES – D2D:

All promoters to complete internal training on Sales Activity Policy (COVID-19) and must adhere to the following conditions:

1. Promoters must only enter the grounds of a property if they are confident the two metre distancing rule can be met. Remembering social distancing is a circle.
2. Once at the door, knock using the back of the hand. Avoid, if possible, using the doorbell unless it can be pressed using an implement which must then be sanitised.
3. Maintain a two meter distance at all times during any conversation.
4. Promoters must establish an 'opt in' from the public before any engagement, and will not knowingly invite interactions with persons showing COVID-19 symptoms or in the 'at risk' group.
5. If the homeowner appears 'at risk' or unwell the promoter must immediately ask if they would like the interaction to continue and politely end the conversation if not.
6. Promoters must not, under any circumstances, enter a home. This includes porches.

7. Hand sanitiser and wipes must be carried at all times.
8. Before and after each interaction, all promotional material and equipment used (laminates, tablets etc.) must be sanitised with antibacterial wipes. This should also be carried out at the end of each day.
9. If worn, gloves must be sanitised after every interaction or contact with a hard surface (doors, gates etc.) and changed at regular intervals throughout the day and responsibly disposed of.
10. Promoters must immediately report any instances of potential contamination following interactions with people confirming that they carry the COVID-19 virus.
11. All promoters are to have regular breaks.
12. If worn, gloves should be removed upon returning to a vehicle and before touching a car door handle and replaced once exited the car with the door closed.

REPORTING:

Should a promoter become unwell at any time, or feel that their personal safety is at risk they should immediately contact Alistair Kerr on: 07727 285476 or the HLP Head office on: 01442 891459.