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# HELP FIGHT CORONAVIRUS

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How Your Organization Can Set Up A  
Volunteer Delivery Program

# Help Fight Coronavirus

## How Your Organization Can Set Up a Volunteer Delivery Program

By Justin Griffin

### **Make sure to take all precautions necessary.**

This guide is a sample outline of a process to help those that can be most harmed if they contract COVID-19. Every organization's delivery service will differ, so you should seek professional advice before embarking on this endeavor as you will be solely responsible for the actions you and your volunteers take. This is an unprecedented time and information is changing daily so make sure to do your due diligence when it comes to making health and sterilization decisions. Make sure that you and/or your organization take all necessary precautions to limit the possibility of spreading the virus to yourself or those you are seeking to help.

Now, let's get to it.

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# INTRODUCTION

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Because of the movies it is believed that you must be someone in a government position or do something on a massive scale to be a hero.

But the truth is, in times of crisis it is the actions of creative individuals with a heart to serve their neighbor that help save and change the world.

It seems that our governments at all levels are operating on the no-plan-plan, just shooting from the hip and hoping that they eventually hit on the right answer. So let's step up to help.

We know the people in our community. We are the ones most capable of meeting the needs of those around us. We don't have to build out a global organization or develop a vaccine to make a difference. Contact existing organizations to see if they have a way you can help. Reach out to an elderly neighbor to see if they need anything or contact a church to see if they have members that need someone that can go to the store for them.

This is your time to be the hero. You can truly make a difference, even if just for one person.

This guide hopefully will be helpful tool to you or your organization in setting up or brainstorming a program to address one of the problems that come with the COVID-19 virus and helping us all get through this together.

If you don't already know me, my name is Justin Griffin. I am currently exploring a run for Mayor of Richmond, but that process has been put on hold temporarily as we all seek to address the current health crisis in our city and the world as a result of COVID-19.

I am a person that seeks to spot the issues and develop a specific plan of action to attack them. From the information publicly available it seems there are 2 specific problems that arise as a result of this virus that need to be addressed.

1. The potential for strain on our healthcare system by a massive influx of critical care cases at the same time. The pause on business and interactive activity is addressing this but is not sustainable in the long term. During this pause we need to develop a plan for mass production of testing kits, respirators, and ICU beds. There also needs to be contingencies made for space to put those beds and have providers to care for patients if needed. Think currently unused convention centers and arenas as they are large government owned buildings that shouldn't be used right now anyway. They are also usually centrally located and near downtown hospitals.
2. The rapid spread of the virus must be slowed, particularly to the most vulnerable populations. Those populations are the elderly (75+) and those with preexisting health conditions such as lung diseases. This is the easier of the two areas for our local communities to get involved.

This guide is a summary of something I helped set up at my church to hopefully address problem number 2 a little in our community.

We are reaching out to members of our community and asking if they need someone to run "errands" for them, so they do not have to leave their house. Stay at home orders serve a limited purpose if the most vulnerable still have to join the crowds at the grocery store. What follows is an outline of the process that has worked so far for us.

## STEP 1: SET UP ONLINE “ERRANDS” LIST

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The general idea of what we did was put up an online list of errands that need to be ran so that volunteers can check in and sign up to cover those they can help with.

To do this, the first step is to set up an easily accessible sign up list for your volunteers. You can create something yourself but there is a pretty good online app that is designed for programs just like this. It is called Sign Up Genius.

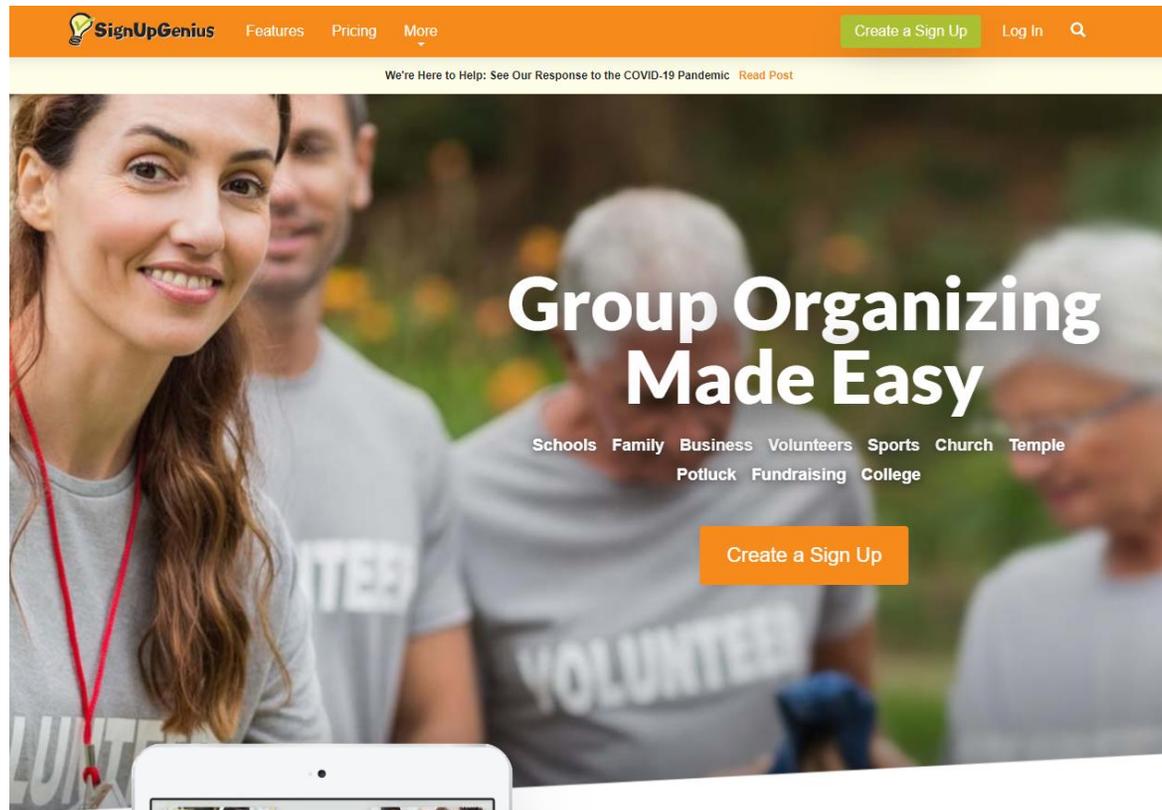
Sign Up Genius allows you to set up tasks, give locations, and put in a date/time. A volunteer can then “sign up” to cover the task. The free version is chalked full of ads, but the paid version is only \$9.99 a month. Hopefully someone will be willing to donate that for the next few months.

Starting on the next page I will give a basic overview of setting up Sign Up Genius.

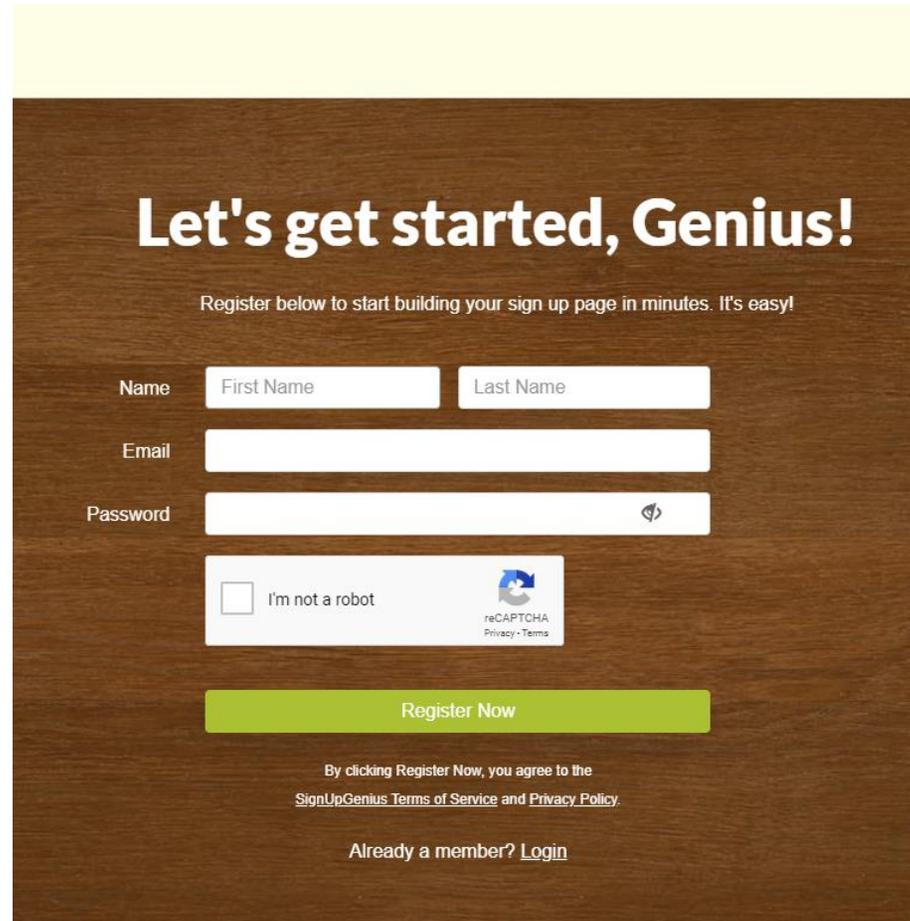
## A QUICK OVERVIEW OF HOW TO SET UP SIGN UP GENIUS

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1. Go to <https://www.signupgenius.com/> and click the button “Create a Sign Up.”



2. Register for an account. Only the administrator of the Sign Up has to have an account. Volunteers are not required to set up an account unless you choose to require it.



The image shows a registration form titled "Let's get started, Genius!". The form is set against a dark wood-grain background. It includes fields for Name (split into First Name and Last Name), Email, and Password. A reCAPTCHA "I'm not a robot" checkbox is present. A green "Register Now" button is at the bottom. Below the button, there is a disclaimer: "By clicking Register Now, you agree to the SignUpGenius Terms of Service and Privacy Policy." and a link for "Already a member? Login".

## Let's get started, Genius!

Register below to start building your sign up page in minutes. It's easy!

Name

Email

Password  

I'm not a robot   
reCAPTCHA  
Privacy · Terms

[Register Now](#)

By clicking Register Now, you agree to the [SignUpGenius Terms of Service](#) and [Privacy Policy](#).

Already a member? [Login](#)

3. Once registered you will be taken to the screen shown below. If you look in the top right corner there is a green button labeled “Create a Sign Up.” Click that to start building the actual list.

The screenshot displays the SignUpGenius website interface. At the top, there is an orange navigation bar with the SignUpGenius logo, links for 'Features', 'Pricing', and 'More', a green 'Create a Sign Up' button, and a user profile icon labeled 'MG'. Below the navigation bar is a light blue banner for Marcus by Goldman Sachs with the text 'Think all savings accounts earn the same interest?'. The main content area is titled 'Sign Ups' and features a sidebar with navigation icons for 'Sign Ups', 'Groups', 'Messages', 'Reports', 'Tools', and 'Collect'. The main content area has tabs for 'Created', 'Invited To', 'Favorites', and 'Calendar'. The 'Items I Signed Up For' section shows a search bar and a message: 'You are not currently signed up for any items.' Below this is a 'Past Sign Ups' button. The 'Sign Ups I've Been Invited To' section also has a search bar. On the right side, there is a large blue 'CONTINUE' button with a right arrow and a list of instructions: '1. Click 'CONTINUE'', '2. Add app', and '3. Get quick email access!'.

- Establish the settings for your Sign Up. Here you can customize the design (colors, pictures, etc.) of the Sign Up, how the errands (they call them slots) are sorted, and some settings. To add a new errand, you will need to input the “Date” and then add a “Slot” which will be assigned to a Date you have created.

**Create a Sign Up** — Help Your Neighbor

Design Slots Settings Publish

Select the format for your sign up

**Sort by Date**  
 For sign ups having one or more slots per date/time  
[See examples](#)

**Sort by Slot**  
 For sign ups where people scan the slots before the date/time  
[See examples](#)

**Slots Only**  
 For sign ups without a specific date or time involved  
[See examples](#)

**Single Date RSVP**  
 For a one date event where you want to see who can attend  
[See examples](#)

+ Add Slots + Add Dates

Available Slot	Dates/Times
	Sign Up

Save and Continue Genius Tips ?

5. When adding a Slot, you can select the number of volunteers needed and assign that particular Slot to one or more Dates you have set up.

### Add Slots



**Single Slot**

**Bulk Slots**

Title of Slot

Help Comment

Number Wanted

 on 

[+ Ask for another quantity on different dates](#)

Collect Money

[Learn More](#)

6. Under the “Settings” tab you can customize, among several things, the required inputs from your volunteers. The minimum is just asking for a name. You probably also want to collect an email address and phone number.

Sign Ups

Groups

Messages

Reports

Tools

Collect

**Design** **Slots** **Settings** **Share** **View**

Ask Participants For:

<input checked="" type="checkbox"/>	Name	Required
<input checked="" type="checkbox"/>	Email	Required ▾
<input checked="" type="checkbox"/>	Comment	Optional ▾
<input checked="" type="checkbox"/>	Phone	Required ▾
<input type="checkbox"/>	Address	Optional ▾

[+ Add a Custom Question](#)

Note: Only name and comment are seen by participants.

Preferences

**General Settings** **Notifications** **Restrictions** **Integrations**

Notify me by email when people sign up or edit/delete their sign up slot

Send people reminders  day(s) in advance

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**Custom Confirmation Emails & Reminders** [Learn More](#)

Save

7. Another option in “Settings” is to put more restrictions on who can sign up to cover a need on your list. This is important because the purpose is to deliver to vulnerable people’s homes. You do not want just any person signing up. These need to be well-known and trusted members of your community (preferably background checked). Also, when establishing the “Date” it will ask for a location which will be put on the public facing Sign Up list. You should keep this generic and only send the final address after the volunteer is confirmed. Take precautions you feel necessary and as recommended by your attorney to protect all those involved.

## Preferences

**General Settings**

**Notifications**

**Restrictions**

**Integrations**

### **Enhanced Security** [Learn More](#)

- Require my users to create an account at SignUpGenius
- Require my users to enter an access code to view my sign up. Access code is:
- Reject sign ups from emails other than the ones in my group

### **Quantity Limits for Users** [Learn More](#)

### **Sign Up Locking** [Learn More](#)

### **Sign Up Start / Stop Dates** Gold and Above [Learn More](#)

### **Hide Past / Future Dates** [Learn More](#)

8. When you finish the set up, you will “Publish” the Sign Up and will be given a link to give to your volunteers. To shorten the link without paying for a Platinum membership you can use <https://bit.ly/>.

## Edit Sign Up — [REDACTED]



### Hooray! Don't Forget to Send Invites!

Use the following link to share the page yourself or choose an option below to invite people to sign up.

[https://www.signupgenius.com/\[REDACTED\]](https://www.signupgenius.com/[REDACTED])

Copy Link

👤 Customize or shorten link Platinum and Above [Learn More](#)

**Invite by Email**

Invite by Text 🌟

Share on Social

Share on Website

You're all set to go to Messages and send an email invite!

Compose Message

This completes the set up of your volunteer sign up list. This should give you an easy digital way to share with your volunteers the needs of the community you are seeking to serve.

## STEP 2: PUT OUT A CALL FOR VOLUNTEERS

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Next you want to line up people to fulfill the errand needs before you start making promises to people in need. You want to get as many reliable people as possible. It is also key that you know the volunteers well and have conducted a background check because they will be trusted with vulnerable individuals' home addresses.

In this particular instance you want your volunteers to be low risk individuals, so younger people with no preexisting health conditions.

Put out a call to your current volunteer list, membership, or other email list to recruit individuals that want to help. Ask for their name, email address, phone number, and any restrictions on availability. Take that information and make yourself an email and text message list for blasting out needs.

## STEP 3: SET UP CONTACT METHODS AND START TAKING REQUESTS

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You will need to let members of vulnerable populations know how they can put in a request for assistance.

Individuals particularly vulnerable to the Coronavirus are people 75 years old and older and those with preexisting conditions, like those with lung diseases.

You should designate an email address and phone number that will be constantly monitored as the choices to put in a request.

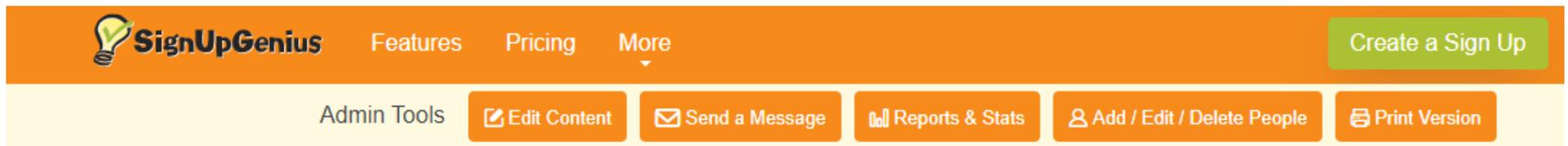
Once that is set up, you should notify your audience/membership of the new service. If you have a list that includes birthdays, a personal phone call to those 75+ could go a long way for them to trust and utilize this new service.

Many people will be hesitant to utilize the service as giving up your self-reliant independence is difficult but remember that any person you can help during this tough season is one more potential critical case avoiding the hospital. Don't get discouraged if the number of requests doesn't immediately boom to large numbers.

## STEP 4: ADD REQUESTS TO SIGN UP AND FOLLOW UP

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As the requests come in you will need to log in to your Sign Up Genius and select “Edit Content” from the Admin Tools list at the top.



This will allow you to add new errands for your volunteers to see. When a volunteer signs up to cover an errand, they will get an automated confirmation email and so will your administrator. I would recommend putting things that are the same for all tasks like health and sterilization tips in this confirmation email (sample health tips are included in Appendix A of this document). Upon receiving the confirmation email, your administrator will now have the email address and phone number of the volunteer. Follow up with that person to give them the specific details of the errand.

Tell your volunteer to let you know if they run into any problems and when the errand is complete.

The final thing the Administrator should do is complete a quality check. After notification of the errand’s completion, the Administrator should contact the Requester and ask if the errand was completed correctly, if health protocols were followed, and if there is anything else the Requester needs.

## CONCLUSION: RECAP OF CYCLE FOR ERRAND REQUESTS

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Begin: Notify those in the vulnerable populations you wish to serve of the delivery services you are offering.

Cycle with requests:

1. Errand requests comes in via designated phone number or email. The request needs to include:
  - a. Requester's Name,
  - b. Requester's phone number,
  - c. Address for drop off,
  - d. What item(s) needs to be picked up,
  - e. How quickly the item(s) is needed,
  - f. How will requester reimburse your organization or volunteer if the items are not donated?
2. Administrator adds the errand to the Sign Up Genius list. Optionally also sends out an email and/or text blast to those signed up to volunteer. It can be as simple as saying, "A new errand has been added to the needs list" and then provide the link. You can do this each day at the beginning of the day or each night to limit inbox intrusion if you feel that is necessary or needs aren't urgent. You should be encouraging volunteers to check the list daily.
3. Volunteer signs up to cover an errand. Confirmation emails go to the volunteer and administrator.
4. Administrator contacts volunteer to provide details of the errand.
5. Volunteer completes the errand and notifies Administrator of its completion.
6. Administrator follows up with Requester to ensure it was completed properly and to see if anything else is needed.

# APPENDIX A: SAMPLE HEALTH PRECAUTIONS

## Volunteer Precautions and Tips

### Before the Grocery Store

- Pack the following in your car: Hand Sanitizer (60 % alcohol or higher), disposable gloves or tissues, and list of groceries for recipient.
- Make sure to contact the recipient by phone to know what specific food items, medicines and other household needs are requested to be picked up. Ask if the recipient has any food allergies or if there are certain foods to avoid. If picking up medication, confirm with the recipient that they called the pharmacy/grocery store to allow you to pick up the medications.
- Before you leave your home, wash your hands by following the instructions on the right (image).





### **At the Grocery Store**

- Before leaving your vehicle, put on your disposable gloves or have your tissues in hand.
- Find a grocery cart and wipe down the handle bar with the sanitizing wipe (most grocery stores have a wipe station by the carts).
- Use your disposable gloves or tissue to pick up requested groceries, opening doors, or touching any surface.
- Reminder: do not touch your face.
- When checking out, preferably use the self-check-out station and save your receipt.
- Load groceries into the car, return cart, remove or dispose of gloves, and use hand sanitizer.

### **Grocery Drop-off**

- Wear disposable gloves or apply hand sanitizer before dropping off groceries.
- Drop off groceries at the door of the recipient, ring the door bell, and then stand 6 feet back or at the bottom of the steps.
- Review the groceries with the recipient, explaining if anything from the requested list was not available.
- If the recipient requires help bringing the groceries inside, kindly ask the recipient to stand at least 6 feet back or stand far back while giving instructions for placement.
- Dispose of gloves, use hand sanitizer.

