

Volunteer Protocol for Pension Collection

Background

Concern over coronavirus (COVID-19) has allowed others to pick up pensions on behalf of older people self-isolating. An older person can appoint a temporary agent to collect their pension whilst they are unable to do so. A short temporary agent form must be completed by the older person first and then the volunteer. This must then be presented to the post office each time a pension collection is made.

In advance of carrying out the task

In advance of any collection or delivery of pension, you will be contacted by a supervisor/ALONE staff contact and given some important details for carrying out your task. These are:

1. Remember at all times to follow the HSE advice on hand hygiene, coughing etiquette and social distancing.
1. Name, phone number, address and Eircode of the older person
2. Post office contact details and location for pick up
3. Name, email and contact number of supervisor/ALONE staff contact
4. Confirmation that the older person has been provided with the appointment of a temporary agent form
5. Confirmation that the older person is aware they must provide their Public Services Card

You will be provided with these details via email or text. If you feel you need any more information before carrying out your task, please check with your supervisor/ALONE staff contact

If you feel unwell in any way, please do not volunteer. Let your supervisor/ALONE staff contact know as soon as possible that you are unwell and follow all guidance from the HSE in relation to self-isolation

Collecting the Pension

1. Before you begin the collection the supervisor/ALONE staff contact will call you again to confirm that the older person has completed the part of the temporary agent form shown below:

I appoint _____ to collect the amount currently due on my
Social Services Card / Public Services Card on
Signature of Claimant _____ my behalf. Date _____
PPS. No of Claimant _____ Scheme _____

- 2 You must ring the older person and ask when it is suitable to pick up the temporary agent form and their Public Services Card.
- 3 You must present both temporary agent form and Public Services Card as well as your own personal ID (passport, driver's license, Public Services Card) at the post office
- 4 Supervisor/ALONE staff contact will have informed the older person that the Public Services Card and temporary agent form should be placed in an envelope and left outside their door for collection by you
- 5 Follow any property location instructions provided to you by supervisor/ALONE staff contact
- 6 Ring the doorbell or knock on the door. Remember to practice social distancing, keeping a space of 2 metres between you and the older person.
- 7 Introduce yourself and hold up your volunteer ID or personal ID details for the older person to see
- 8 The older person will then leave the envelope outside the door for you
- 9 Please do not enter the home even if invited and explain it is for their and your own safety
- 10 Leave Property

Upon arrival at Post Office

1. Upon arrival at the post office follow hand cleaning and social distancing measures as outlined by the post office
2. At the counter please present the temporary agent form, the older person's Public Services Card and your own ID for the collection to be processed
3. The paying officer will ask you to complete the below section of the temporary agent form shown below in their presence

Signature of Agent _____ Date _____

Address _____

4. If you are permitted to take a picture of the form by the Post Office please do and forward on to your supervisor/ALONE staff contact.
5. Take the payment and receipt and place in an envelope to bring back to the older person's house.
6. Please take a picture of the receipt so it can be sent on to the supervisor/ALONE staff contact once delivery has been completed.

Delivering to the Older Person

Once you have collected the pension, the next step is to deliver it to the older person. Before delivering the pension please call the older person to let them know when you will arrive. When you arrive at the older person's address you should:

1. Follow any property access instructions provided to you by your supervisor/ALONE contact
2. Place the envelope at the front door. Ring the doorbell or knock on the door. Remember to practice social distancing, keeping a space of 2 metres between you and the older person.
3. Please hold up your volunteer ID or personal ID for the older person to see.
4. Please do not enter the home even if invited and explain it is for their and your own safety. If they ask for help with something else, tell them you will let your supervisor know they need help and they will follow up directly with the older person.
5. Let the older person know that the receipt and payment is in the envelope and allow them sufficient time to check this before you leave
6. Reassure them that you followed HSE guidelines in relation to hygiene.
7. Leave the property.

Follow Up with Supervisor/ALONE staff contact

The final part of your task is to follow up with your supervisor/ALONE contact

1. When you have completed the delivery please text or email your supervisor/ ALONE staff contact. Please contact them **as soon as possible** to let them know the delivery has been completed.
2. If you have a concern for the older person following the delivery please ring your supervisor/ALONE staff contact. Do not enter the house and provide assistance yourself.
3. You must send on a copy of the receipt to the supervisor/AONE staff contact