

The COVID-19 pandemic is changing the volunteering that our community associations and community organizations are offering to their communities. Like any change in volunteering activities that you offer to your community, there could be additional liability exposures that your organization unknowingly takes on. When in doubt, please do not hesitate to contact either Neil or Michael @ Toole Peet Insurance to comment on any new liability related to a new volunteer activity that your group is offering.

Specific to the COVID-19 pandemic, these type of volunteer activities have evolved:

- Delivery of medications and groceries and supplies to neighbours that cannot leave their homes:
  - If your organization is offering this service or offering to arrange volunteers to provide this service, then please be sure to:
    - Record the names and contact information of all of your volunteers. This is done in case someone from the general public impersonates your organization without your approval to do so.
    - Delivery assumes that volunteers will be using their own vehicles, if this is the case then you will want to ask them to show you proof of valid insurance (copy of their pink card) and proof of valid registration – take pictures of both and keep record within your files. This is done because if their vehicle is not registered or insured then your organization will likely be 100% responsible for any damages they should cause when operating their vehicle while volunteering for your organization.
    - Do not enter the homes of people you are delivering to. This is recommended so that your volunteers do not put themselves and your organization into a situation where they are alone with the vulnerable sector (seniors) and so that your volunteer or organization is not exposed to transmitting the COVID-19 infection or becoming infected themselves.
    - If possible, leave the items on the doorstep and then step away to allow the receiver to collect their items. Passing/handing over the items to the receiver puts you within a 6 foot range of the receiver (not in compliance with social distancing)
- Landscaping services such as snow removal and/or lawn care (into the spring):
  - If your organization's volunteers are offering this service, please be sure to:
    - Record the names and contact information of all of your volunteers. This is done in case someone from the general public impersonates your organization without your approval to do so.
    - Do not enter the homes of people you are helping out. This is recommended so that your volunteers do not put themselves and your organization into a

situation where they are alone with the vulnerable sector (seniors) and so that your volunteer or organization is not exposed to transmitting the COVID-19 infection or become infected themselves.

- Ask your volunteer to send you an email on a daily basis of all the addresses that they volunteered for and what activities they completed. This is done to act as a way to track and record their activities, in case you receive an allegation in the future.
- Offering social support through social media channels, phone calls, emails:
  - If your organization's volunteers are offering this service, please be sure to:
    - Record the names and contact information of all of your volunteers. This is done in case someone from the general public impersonates your organization without your approval to do so.
    - Record the social media groups, phone #'s, and email addresses that are approved to contact or be contacted by your neighbours – this will assist in case someone from the general public tries to impersonate your organization.
    - Ideally these volunteers have obtained a vulnerable sector check to give you peace of mind that they are approved to speak with seniors/vulnerable sector
- Offering Babysitting or Daycare services:
  - If your organization does not offer this type of service as part of your regular day to day operations then you do not have insurance coverage for this volunteering activity unless you obtain approval from your insurance broker
  - On the date that this message is written, the government is strictly advising to practice social distancing and this activity does not allow for social distancing so we strictly advise that your organization does not offer this volunteer service to your community.

In all activities above, it is very important to follow instructions from the government and make the 'practice of social distancing' a priority. If 2 or more volunteers are required to perform an activity then remind them the importance of social distancing to ensure that volunteering for your organization does not infect others and does not put the volunteers' own health at risk.