



GUIDANCE FOR RECEIVING HELP WITH SHOPPING

Our priority is to ensure that the support systems we have put in place do not unintentionally aid the spread of virus in the community, so we ask that you follow these guidelines carefully.

Our aim is to introduce a Volunteer to someone who has approached us asking for help (the Recipient). It will then be for them to agree on the detailed shopping arrangements as each situation will be different.

SHARING OF PERSONAL INFORMATION

We will ensure that contact details for the Recipient and Volunteer are held on our secure database and will share the phone number, email address (if available) and address of the Recipient with the Volunteer. The Volunteer's phone number and email address (if appropriate) will be shared with the Recipient.

The passing on of this information to others is not appropriate and should remain confidential.

VOLUNTEERS

Volunteers must fulfil ALL the Government Volunteer Guidelines as below:

- You are well and have no symptoms like a cough or high temperature – and neither does anyone in your household.
- You are Under 70
- You are not pregnant
- You have No long term health conditions that make you vulnerable to the Coronavirus

If a Volunteer falls into one of the categories above after arranging to do some shopping they must let us know so alternative arrangements can be made. Under no circumstances should they feel they are letting people down; it is much more important not to potentially spread the virus.

RECIPIENTS

It will be critical to understand the situation of each Recipient. They may be categorised as:

- a) Socially Self-Isolated (social distancing) – but no symptoms (over 70s)
- b) You are unwell but the symptoms are non-conclusive (unconfirmed COVID-19)
- c) You or someone in household has symptoms consistent with COVID-19 but no positive test
- d) You or someone in household has COVID-19 confirmed by a positive test
- e) Other serious illness or health issues (unrelated to COVID-19)
- f) **It is safest to assume that all Recipients may be in category (c) above**

BASIC PRINCIPLES TO FOLLOW

- MAINTAIN A 2M (6FT) SEPARATION BETWEEN YOURSELF AND OTHERS AT ALL TIMES.
- WASH YOUR HANDS FREQUENTLY WITH SOAP AND WATER FOR 20 SECONDS OR USE >60% ALCOHOL HAND SANITISER
- CLEAN ALL EXTERNAL SURFACES WITH A SUITABLE ANTI-VIRAL DISINFECTANT

SHOPPING PROCEDURE

1) Getting a shopping list

- a) An emailed list is the preferred method
- b) Where email is not an option, time will be needed to phone the Volunteer so they can take down details. There may be some special dietary considerations, and as some items are in short supply, alternative options should be discussed.
- c) Collection of a hand-written list must be avoided.

2) Shopping Options - to be agreed between the Volunteer and the Recipient

- a) A visit to the local shop or supermarket.
 - i) To shop from a list you give to the Volunteer.
 - ii) To pick up a Click and Collect order.

You will need to make sure the Volunteer has the order details before they go and if necessary a form of ID.
- b) Online slot booked that can be shared.

3) Paying for the shopping

It is essential that prior to any shopping being done, the Volunteer and Recipient discuss and agree how the shopping will be paid for. The Volunteer must not become out of pocket as a result of offering to help with shopping. If the Recipient is suffering hardship, then there are possibilities for support that the Parish Council can signpost to.

We realise that this is where an element of trust is required as there is no easy solution to the issue of either the Volunteer or the Recipient sharing financial information.

We see the following options being workable but would welcome feedback as to what works or what people feel is acceptable. The processes we are putting in place are evolving rapidly, and we are learning as we go.

- a) Cash should be avoided as it is known to be a transmitter of germs at the best of times and many shops are no longer accepting cash. However, if cash is the only option then it must be cleaned with disinfectant by the Recipient, then placed inside a sealed bag that has been disinfected on the outside and transferred to the Volunteer maintaining the 2m (6ft) separation. The Volunteer should disinfect some cash in advance and keep in a clean bag to use as change if needed. Once received the Recipient should disinfect the change.
- b) The Volunteer can pay for the shopping and give the Recipient their bank account name, sort code and account number for a BACS transfer to be made by the Recipient, or a member of their family.
- c) The Recipient could give their contactless payment card to the Volunteer who could use it to pay for up to £45 (as of 1st April) shopping. In no circumstances should the PIN number for the card be disclosed. The card must be disinfected before passing over to the Volunteer and before returning to the Recipient and the 2m (6ft) social separation maintained.

4) Receiving the shopping at your home

- a) Agree in advance where the best drop off point at your home will be – it could be the front door, back door or other place.
- b) The bags of shopping will be delivered to the door and no further.

- c) Most people now have reusable shopping bags, however to reduce the risk of transfer of the virus bags must not be passed from the Recipient to the Volunteer. Recipients will have to accept that new carrier bags must be paid for. The Volunteer could reuse some of their own carrier bags if they disinfect them inside and out before use, but would then have to leave them at the Recipient's home.
- d) You must maintain a separation of at least two metres between yourself and the volunteer.
- e) Volunteers must not enter your property.
- f) Volunteers may be on a tight schedule, but they should be able to engage in a brief conversation and check with you that you and anyone else in the household, are keeping well. If there are any significant household issues that you are experiencing the Recipient is not going to be able to deal with them but will report them directly to the help line who can potentially signpost to appropriate help.