



PROTOCOL FOR VOLUNTEER SHOPPERS

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 it 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 subsequently 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

You may be a Recipient if you meet any of the following criteria:

- a) You are 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) You have other serious illnesses or health issues (unrelated to COVID-19)

It is safest for Volunteers 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 customer and 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) Visit to the local shop or supermarket.
 - i) Click and Collect orders will have been paid for in advance so you will need to make sure you have the order details before you go, and if necessary any form of ID required.
 - ii) There are currently strict guidelines to follow when visiting a supermarket to maintain the 2m(6ft) social separation. There will be supervisors at the entrance to the supermarket who will direct you.
 - iii) Pay for the shopping separately if you are shopping for yourself or another person at the same time so a receipt showing the total cost of the items can be given to the Recipient.
 - iv) After leaving the supermarket disinfect your hands using >60% alcohol sanitiser if available, or pop home to wash your hands for 20 seconds with soap and water, before delivering to the Recipient.
 - v) Do not take the Recipients shopping into your own home.
- b) Online slot booked that you could share with someone.
 - i) Before receiving the delivery wipe down a table or worktop with disinfectant and wipe down the inside and outside of some carrier bags (if you don't have a supply this may have to wait until the shopping is delivered with bags).
 - ii) Wash your hands before unpacking the delivery.
 - iii) When the shopping arrives unpack it onto the disinfected surface and repack the goods for the Recipient into the disinfected bags.
 - iv) Keep the goods in your own home for a little time as possible, do not store in your fridge / freezer or cupboards.

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 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) Delivering the shopping to the Recipient's home

- a) Agree in advance where the best drop off point at the Recipient's home will be – it could be the front door, back door or other place.
- b) Deliver the bags of shopping to 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) The Volunteer should not touch the door or ring the bell with a naked hand – use a disposable glove or a tissue as a barrier, or a pencil/pen or your elbow.
- e) The Volunteer must give themselves a separation of at least two metres from the door.
- f) Volunteers must not enter the property.
- g) Unless Volunteers are on a tight schedule, they should be able to engage in brief conversation with the Recipient, in particular to ascertain their health and that of anyone else in the household, or any significant household problems exist (water leaks, etc.) which the Recipient is not able to deal with. If problems are reported the Volunteer should not offer to deal with them directly but report back to the help line who can potentially signpost to appropriate help.
- h) After leaving the Recipient's home disinfect your hands as soon as possible.