



Keeping Safe when Volunteering – Food Shopping and Delivery

Before you provide support to people who are in isolation you must be able to fulfil **ALL** of the conditions set out below:-

- You are well and have no symptoms and nor does anyone in your household e.g. a cough or high temperature
- You are aged 18 to 70 years old
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus.

REMEMBER you must not go inside anyone's home.

Where possible try to provide this support whilst you are doing your own shopping or collect their medicines during the same trip.

You should stay 2 metres or six feet away from anyone you do not live with at all times.

You must regularly wash your hands with soap and water for at least 20 seconds. Use hand sanitiser if you don't have access to handwashing facilities.

Your safety is our priority

- **Communicate by phone** with the vulnerable person to find out what shopping they need. Ideally you should shop for them at the same time as you do your own shop if possible. Let them know which shop you are going to and also discuss what they would like you to do if any items are not available and potential substitute items.
- When discussing what to buy, you may need to remind them to keep the order to essential items only and ideally limited to 2 bags of shopping. Think about the size and weight of the items and do not over commit yourself. It's OK to say that you are not able to buy an item.
- The law states that you cannot buy alcohol for anyone under 18 years old. If in doubt, don't buy it.
- Explain that you will not be able to enter the person's house - **THIS IS TO PROTECT BOTH OF YOU.**
- If you are familiar with online food shopping, consider helping them place an online order. This help must be provided over the phone. (For further guidance on food parcels, food shopping and meals visit the Council's website at https://www.telford.gov.uk/homepage/398/food_parcel_food_shopping_and_meals)
- Confirm with them when and where you will collect the **payment**. Do not ask for credit/debit cards to be used for payment. Some supermarkets offer a 'volunteer card' to make it easier to buy essentials – see below for details. Otherwise ask them to place the payment in a plastic bag ready for when you arrive.
- Do not place yourself in a position where you may feel unsafe, e.g. helping late at night.
- Before leaving home wash your hands with soapy water for at least 20 seconds.
- **When you arrive at the property**, stand at least 2 meters away and call them to let them know you are outside. Ask them to put the plastic bag containing payment on their doorstep and then to close the door. You will then be able to collect the bag.
- Take the bag and buy the items as requested. Remember, this should ideally be done when you complete your own shopping, following the Government's guidelines on social distancing. Return any change in the plastic bag provided.
- Do not touch your face, eyes, mouth during this time.

- **Return to the property** and place the plastic bag and shopping on the doorstep. Knock the door and immediately move back at least 2 meters. Follow up with a phone call to ensure they know you have returned with the shopping and any change.
- Do not enter the person's house; you can stand and chat whilst the shopping is moved inside but ensure you keep at least a 2 meter distance.
- When home, wash your hands with soapy water for at least 20 seconds.
- If you have any concerns about an individual you are supporting please report back to the community support helpline on 01952 382030. In an emergency call 999.

Volunteer Card

At the time of writing, Asda, Waitrose and M&S have launched top-up cards allowing those who can't go shopping for themselves to have others to shop on their behalf without needing to spend their own money.

Details on the cards can be found on the supermarket webpages, but in a nutshell, self-isolating or vulnerable shoppers buy an e-gift card online, and pre-load it with a specific amount (£5-£150 at Asda, £10-£500 at M&S and Waitrose). It's then sent by email to the volunteer to use to pay for the goods in store.

Is Personal Protective Equipment needed?

In line with Government guidance, we do not recommend the use of face masks as an effective means of preventing the spread of infection in a non-clinical setting. Hand washing and social distancing are the effective controls currently in place and recommended by the Government. If this advice changes we will update this notice.

Gloves are also not necessary, as good hand washing and regular use of alcohol based hand sanitisers offer effective protection. Gloves can still carry germs and can still infect you if you touch your face whilst wearing them.