



GUIDANCE FOR TOLLERTON VOLUNTEERS DURING COVID-19 OUTBREAK

Shopping on behalf of someone in isolation or picking up shopping

There can be no hard and fast rules about managing this process however some simple ideas are suggested below

Picking up shopping

This is probably the easiest especially if the individual has ordered and paid for their shop over the phone. The shop will put the order together and ensure that the receipt is included with the shopping. This is the approach that we will advise when we receive a call for help from an individual.

We suggest you liaise with the shop and agree a pickup time, so you do not have to spend longer than necessary in the enclosed space.

Leave the shopping at the door or the agreed drop off point. As with general guidance maintain safe social distance. If it is raining, consider how to keep shopping dry.

Remember to wash your hands or use hand sanitizer at each stage where contact with hard surfaces has been made.

Shopping on behalf of the individual

In most circumstances Ian or Mark will have agreed how payment is going to be completed from the beginning of the process. Sometimes however, you may be acting directly with an individual and will need to agree the payment process yourself. In either case, **under no circumstances must you take a credit or debit card from the individual.**

If the case arises where it is not possible to fulfil the shopping requirement from the village shop, then we will not telephone volunteers on an individual basis but will post an appeal for a volunteer on the NextDoor site. The reason for this approach is to ensure that no-one

feels obliged to head off to a supermarket by being asked directly to volunteer. Additionally, if anyone is already planning a trip to a supermarket then this approach would reduce the number of journeys made, in line with the current guidance.

If you are also shopping for yourself then ensure you have separate receipt for the individual.

If possible, receive payment to your account electronically though we recognise many will not be able to do this.

If payment is to be by cash, then ensure you have sufficient change and remember to sanitise or wash your hands immediately after handling cash.

Please refuse any rounding up or keep the change offers by the individual.