

Chalfont St Giles Coronavirus Support Network

SHOPPING GUIDELINES FOR VOLUNTEERS

Thank you for volunteering to shop for the self-isolating in our village. We hope the following will help as a best practice guide:

- Decide with the recipient what they need. Make a list and agree when it can be delivered. Ask about allergens and preferred brands and flexibility to make substitutes. Also agree budget and method of reimbursement (see below).
- We ask you not to take any payment in advance unless you already know the recipient and have a trusted personal relationship with them.
- Buy the shopping (see below). If you're worried you're running over budget, or are unable to pick up particular items, liaise with the recipient. Check labels for allergens, avoiding cross contamination if purchasing unpackaged foods.
- Notify recipient of cost and, if allergen issues, remind them to check the labels too.
- Take a copy of the receipt and put the receipt with the shopping.
- Notify the recipient when you are delivering and leave them outside the house in a safe place.

Shopping practicalities

The main concern is taking care to protect you and the person receiving the goods from infection. Wear gloves and maintain social distancing rules. Do not enter anyone's house. Wash hands after handling any items. Use new bags. If the person is particularly vulnerable due to health conditions, you may wish to wash tins and plastic packaging, either with diluted bleach (wear gloves, rinse carefully, keep use to a minimum and handle with care) or alcohol wipes but this is not obligatory. What you are doing is no different to a supermarket delivery service who would not do this. Just make sure the person receiving the shopping knows they should wipe down plastic and tin and possibly leave other packaging for 72 hours, but certainly wash hands after handling. There is no definitive evidence that infection is being spread through packaging at this stage.

Methods of reimbursement:

Cash – it is your decision whether you wish to handle cash.

Cheque – if you have a bank app, you may be able to pay the cheque into your account via this method

Online transfer – if the recipient has this facility, or has a relative who can do this for them.

If you prefer, you may wish to wait for a certain limit before being reimbursed.

If the recipient is unable to pay for their shopping, do not feel you should provide credit. Are they in hardship? If so, notify Louise Chamberlain. If they have money but no access to it, notify Eleanor O'Connor who will discuss alternative arrangements for you to be repaid and hold their account on credit to be repaid later.

General Advice

We urge all volunteers to keep checking on latest government advice here:

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

and to adhere to this advice when fulfilling shopping requests and generally. This will help minimise the risk both to you and those you are shopping for. This would include:

- Not fulfilling shopping requests if you or someone in your home has reason to self-isolate
- Washing your hands often and thoroughly
- Avoiding touching your face
- Covering coughs or sneezes with a tissue, throwing the tissue in a bin, then washing your hands
- Cleaning and disinfecting frequently touched objects and surfaces in the home

Additionally, for recipients who may be particularly at risk (e.g. the immuno-suppressed) you may wish to consider additional measures such as:

- Wearing latex gloves (can be provided)
- Wiping down shopping equipment (i.e. trolley handles) before doing your shop