



Shopping guidelines

One of the most common support requests is for shopping. Ideally the person isolating will be able to shop online but with the high levels of demand this is not always possible and some people do not have the capability to do so. This guide should be read in conjunction with the payment guidelines.

Confidentiality and safeguarding

The organisation who has asked you to collect shopping or a prescription will have procedures about confidentiality and safeguarding for you to follow. You should not share information about the person you are supporting or details of any conversations with them. There are exceptions to this if there is a safeguarding concern. If you are concerned about someone's safety the organisation you are volunteering for will have told you what you need to do about your concerns. However, because of the particular challenges of the COVID-19 situation we would ask you to follow the following guidance:

In the event that you think the person you are calling is in immediate danger call 999 and then tell your organisation.

Raise any urgent safeguarding concerns with NYCC customer service centre on 01609 780780 immediately. Let the organisation for which you volunteer know that you have done this as soon as possible.

Your organisation should be able to offer you support if you have to raise safeguarding concerns. This may include asking NYCC to contact you to check that you are OK.

How can I help safely?

You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. Breaking these rules could put you at risk of infection, or risk spreading it to others.

If you are picking things up for others, try to limit the amount of time you spend outside by picking shopping whilst doing your own shopping and collecting medicines during the same trip.

How to protect yourself and the person you are supporting

Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.

If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.

Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.

If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.

- Observe social distancing by maintaining at least 2 metres distance between yourself and anyone else at all times.
- Avoid large and small gatherings in public spaces.
- Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people

Do not share a car journey with any one you do not live with.

Ensure your mobile phone is charged in case of an emergency.

If you feel unwell at any time, PLEASE STAY AT HOME and inform the person who is co-ordinating your volunteering activity.

Shopping

Contact the isolating person that you are supporting

Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home.

We suggest that you don't share your phone number with the person you are calling. To withhold your number when you make a call by from a landline dial 141 and then the number; from an Android device dial 141 and then the number; from an Apple device go to 'settings', select 'phone', select 'show my caller ID', slide the circle to the left to hide number and back to right (green) to reveal it again.

During the call you will need to confirm with the person you are supporting:

The shopping list of what needs to be bought or details of where the pre-ordered shopping needs to be collected

If you are required to go shopping, make a list of all the items they would like you to purchase. Let the individual know that you will try and obtain all the items listed but in the current situation, all items may not be available. Please also check if the individual has any dietary requirements.

Ask the individual if there are any particular brands they require, or do you still buy the item if their preferred brand is out of stock?

Agree with the individual the store from which the shopping will be bought.

Agree the form of payment for the shopping (see additional payment guidance)

If you need to collect a voucher or pre-paid card in advance of shopping, arrange a suitable time to go and collect it and follow hygiene and social distancing measures. If the voucher is electronic have it emailed to you.

Confirm an approximate drop off time with them.

Tell the individual that you will only be able to drop off the shopping at the doorstep and check they are able to come to the door to collect it.

Completing the shopping

Sanitise your hands before you start shopping.

Make sure you have your mobile phone with you and that it is charged.

Be cautious of crowded retail stores and pharmacies and shop sensibly.

If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.

If using public transport, ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.

Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

Safe delivery of shopping

When you arrive at the person's home, sanitise your hands.

Notify them you have arrived by knocking the door or ringing the doorbell, never enter a person's home.

Leave items and receipt on the doorstep and return any vouchers, prepaid card and change, step back at least 2 metres and wait for the door to be opened for the items to be collected. Wait for the person to retrieve the shopping from the doorstep.

Allow the isolating person to check the receipt matches the amount spent.

If you are returning a pre-paid card or voucher, please ensure you follow the hygiene and social distancing guidance provided.

When you leave a person's home, sanitise your hands.

Payment for shopping

Payment for shopping has proved an issue due to safety issues and as individuals only have a limited amount of cash. Separate guidance has been developed for this. ([link](#))

You are not permitted to take an isolating persons' bank card to a cashpoint to withdraw money on their behalf or pay for shopping contactless or pin payments.

The supermarkets are all developing new methods to overcome this issue. This information will be shared as this is developed.

Using your car

If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by COVID-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.

You must be use a roadworthy vehicle as outlined by UK law, has a valid MOT certificate where appropriate and is taxed for use on the roads.

Support

If you have any concerns regarding your voluntary role, please always seek advice from your organisation.