

Volunteer Shopper Support Scheme

Essential user guidance

Thank you for using our volunteer shopper support scheme. This service is a time limited support service for vulnerable people isolated during the corona virus period. We would like to welcome you as a service user and support you as best as we can.

We have recruited volunteers to support the community during this very difficult time in the hope that it will make a difference to your wellbeing.

This scheme will:

Support communities that are unable to leave their homes to buy essential food items.

We ask that all users limit their requests to necessary items such as:

- Bread
- Milk
- Sugar
- Tea / coffee
- Fruit & veg
- Pasta
- Rice
- Soup

And other items of similar products.

We ask that if you need specific brands you should ensure you request them. If our volunteers are unable to get your items they will not get a replacement product unless requested by you in case of allergy.

You should note:

- Volunteers will have your name, phone number and address to be able to shop for you.
- Payment will need to be in cash at this time until we are able to find a way of using debit cards. Please place the cash in an envelope with your name on it and put on the doorstep. To prevent cross infection are not able to use reusable bags.
- If you are able to order and pay for shopping from your local store just let us know, we can collect and deliver to you.
- We are operating a safe distance policy to prevent spread of infection. Our volunteers will knock on your door (not using the bell or knocker) and wait for you to leave payment in an envelope and shopping list (if not taken over the phone/email) and step back. They will then shop for you and again knock and leave on the door step with a receipt/change. Do not come out to thank the



Newark & Sherwood CVS

volunteer until he/she is at a safe distance away (at the end of the path/at car).

- We ask that you take all necessary sanitising precautions before and after interaction with our volunteers e.g. washing hands and sanitisation gel at every opportunity Inc. cleaning the door.
- Volunteers cannot bring your shopping into your house for you. If you cannot carry heavy items, you should wait for a short time before bringing it in small parcels at a time.
- We regret our volunteers are unable to return products for refund.

We would like to protect our volunteers so ask that you restrict your shopping to one bag of shopping only. This makes our service management for both you and our volunteers.

If you agree to us holding your information/sharing it with our volunteers and the guidelines we will keep your details safe so that the next time you want our volunteers to shop for you the process will be quicker and easier.

Finally, we ask if you can confirm that you verbally consent to us holding your data and sharing it with our volunteers.

Verbal consent given Yes / No

Person giving consent _____ Date _____

Your food was shopped for and delivered by volunteers of Newark and Sherwood CVS

If you would like to **re-use** our **shopper service** please email support@nandcvs.org or call **01636 679 539** and tell us:

- You are a registered service user
- Your name, phone number and address
- Give us your shopping list specifying any particular brands

Thank you



Additional information

Many people are asking - Can I get COVID-19 Coronavirus by handling cash and credit cards?

The fact that money spreads germs is not new information however, we cannot find any **official warning or statement about not using cash**, and can only stress that hand-washing is one of the best preventative ways to help keep yourself healthy. So at all times follow this guidance:

The following advice is from PHE and is advice for anyone in any setting is to follow these main guidelines.

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](https://www.nhs.uk/conditions/coronavirus-covid-19/). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.gov.uk/government/organisations/public-health-england>