

## **Volunteer Guidance – Collection and Deliveries**

***Covid 19 virus is serious and infectious.***

**A. General safety guidance** – Do not continue volunteering if you develop a persistent cough or high temperature, self-isolate following NHS guidance

1. You **must** keep the social distance of 2 metres at all times - with the CAIW staff, fellow volunteers, requesters, and everyone you see in the community.
2. When you meet requesters, even from a distance, you must wash your hands after meeting them. If available gloves **should** be worn. There's a risk of transmitting Covid 19 through paper and other surfaces.
3. You **must** minimise contact with anything on requesters properties – e.g. doors, letter boxes, gates, etc
4. You will be paying for things and handling people's cheques misunderstandings can easily occur, so you **must** follow the process outlined below.
5. **DO NOT** take shopping bags from the requester or use your own. Buy them at the shop.
6. If you arrive at the property and feel unsafe, then don't go in. Instead, you **must** come away and phone the Volunteer Coordinators to let them know you won't be completing the shopping delivery.
7. Use local shops minimise the journey and the time you spend outside. Shops with handwashing facilities, these are Waitrose, East Cowes, Sainsbury's and Asda in Newport.
8. You **must** have at least an hour free to do a shopping trip. Don't rush and cut corners with safety!
9. Wash your hands frequently or use hand sanitiser.

## **B. Preparation before you start deliveries**

Community Action Isle of Wight (CAIW) will try to supply you with the following:

1. A Volunteer Authorisation Letter – This is in lieu of an ID badge
2. Disposable gloves (if available) – to be worn at any point of contact with the requester
3. Hand gel (if available)
4. Antiseptic wipes (if available) to wipe the Tupperware container after each time the container is exchanged.
6. **Take your own Tupperware container or similar** – to collect cheques

## **C. Linking with the Volunteer Coordinators**

1. Requests for help are coordinated by the Volunteer Coordinators, either by email or by phone. They will give you **the requesters phone numbers and the requester will have yours.**
2. The Volunteer Coordinators will give you an overview of what is needed and when by (a deadline) and any other important information.
3. You will need to have roughly an hour free before the delivery time to do the shopping
4. For small amounts of shopping that can be easily carried, shopping can be done on foot.

## D. Communication and process

A **Volunteer Coordinator** will contact you either by email or phone and provide you with:

1. Details of the task requested
2. Name, address and phone number of the requester
3. If shopping, details of how payment will be made
4. Any special arrangements

You will then call the requester and:

1. Agree a detailed shopping list (amounts and brands). Tell them some items may be out of stock. So you may have to buy alternative products
2. Provide a rough timeslot for delivery
3. Reassure them if they have concerns or worries

### Paying for shopping

Requests for help are passed from the IW Council's call centre to the Volunteer Coordinator in each area, who has a list of volunteers. The Volunteer Coordinator will contact a volunteer and provide them with details of the request and the contact details of the Requester. The Volunteer takes the shopping list over the phone and agrees a rough time for delivery.

**Volunteers will go to the shop and buy the items using their own personal bank card to pay.**

**Payment by Requester and reimbursement to the Volunteer can be done in these ways.**

- 1) **Cheque** – On delivery of the food the Requester can pay by cheque at the door step. Cheques can be made payable in the name of the volunteer. We ask that a photo is taken of the receipt and the cheque and that this is sent either by email or Whatsapp to the Volunteer Coordinator.
- 2) **Bank Card** – After food has been delivered. Requesters can pay CAIW over the phone Mon to Fri 09:00 – 17:00. Tina or Mike will be in the office (unless ill and needing to self-isolate) and have access to a card machine.
- 3) **BACS** – the Requester or a family member can use online banking to make a bank transfer to the CAIW account. **Account No. 14229072 Sort Code. 54 10 34.** The reference of the Last name and Postcode must be given so that CAIW can track payments.

**Reimbursement to Volunteer** – Unless payment has been made by cheque volunteers will need to be reimbursed by CAIW. In all cases the Volunteer must photograph the receipt. They must then send either by whatsapp or email to the Volunteer Coordinator

- a photo of the receipt
- the name of the Requester
- Postcode of the Requester

The Volunteer Coordinator can then check that that there was a request for shopping and email these the same day to CAIW for payment. As we aim for funds to be in the account of Volunteers within 72 hours.

In order to reimburse Volunteers the Volunteer Coordinators will need bank details from shopping volunteers.

- The name of the holder
- Account number
- Sort Code

**ALWAYS:**

Photograph receipts

Give original receipts to the requester when delivering the shopping

**NEVER:**

Use a requester's bank card

Ask requesters to pay funds into your personal account

Accept cash payments

**Be assured that Volunteers following these processes will always be reimbursed**

## Safe practices throughout the shopping trip

### E. Before leaving your home

#### 1. WASH YOUR HANDS BEFORE LEAVING HOME

2. Make sure you take with you

- a) the requesters details – name, address, postcode and phone numbers
- b) disposable gloves, hand gel, antiseptic wipes (if available)
- c) Tupperware container – if payment will be made by cheque

### F. When shopping

#### 1. Wash your hands before you leave home

2. If you are going to a supermarket with handwashing facilities wash your hands on arrival **and before you leave the shop**

2. You must keep the social distance of 2 metres at all times from the other volunteer, staff and shoppers

3. Collect the shopping and try to keep to the list if unsure ring the requester

4. Buy enough carrier bags for all the items

5. Pay for the shopping using your own bank card

6. **Ask for a receipt for the shopping and keep it safe**

### G. When you deliver shopping to the requester's address

**REMEMBER to photograph the receipt and cheque (if payment is by this method)**

1. Put the receipt in the Tupperware container on the doorstep. Put on disposable gloves (if available) before approaching the front door.

2. Ring the doorbell then walk back a two meters to a safe distance.

3. When the person comes to the door, check with them that you have the right house
4. Explain to them items that were not available or ones that you needed to substitute.
5. Tell them how much the shopping came to let them know that the receipt is in the Tupperware container
6. Ask them to put pick up the receipt and put a cheque in the Tupperware container and put it back on the doorstep.
7. Ask them to take a few steps back and then pick up the Tupperware container from the doorstep
8. Leave the shopping on the doorstep in bags purchased at the supermarket
9. Thank the person and let them know you were pleased to help
10. If the requester ask if you can shop for them again. From a safe distance, set day and time for the next shopping visit for this person if you can. If you don't know when you are free say that you will arrange it by phone or text later.

They may tell you other issues or concerns e.g. need to collect prescriptions.

**You can, but you MUST let the Coordinator know about any future requests for help made.**

### **Once you have walked away from the property**

1. If possible wipe the Tupperware container with antiseptic wipes.
2. If wearing gloves, remover them inside out (with the used wipes inside) and dispose of them in a bin
3. Apply hand gel
4. WASH your hands as soon as possible

## **H. When you get home**

### **1. WASH YOUR HANDS**

2. Phone or text the Volunteer Coordinator to tell them that you have finished, how it went and the date and time of the next visit (if any). Update them about any further issues of support for this person.
3. Email / WhatsApp the Volunteer Coordinator a picture of the till receipt, a picture of the cheque (if payment was by this method) together with the name of the requester and address, so that records can be updated and you can be reimbursed.

## **Volunteer statement**

***Please read this guidance carefully and follow it.***

- **We want to keep you, other volunteers, staff and vulnerable requesters safe.**
- **To undertake volunteering in the community you should not be in one of identified vulnerable groups (over 70, have an underlying health condition, weakened immune system or pregnant).**
- **If you develop a persistent cough or high temperature, inform your Coordinator and self-isolate following NHS guidance**