

Safeguarding yourself and others when shopping for others

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yorkcvs

Introduction:

York CVS is a social action organisation; supporting and championing York's voluntary, community and social enterprise (VCSE) sector to make positive change, challenge issues and grow new ideas for the future in order to strengthen communities.

We do this by supporting new and existing VCSE groups and organisations with guidance about legal structures, governance issues, policies and procedures and by identifying potential funding sources and developing funding bids. We also bring organisations together to discuss and challenge local issues through our events and voluntary sector forums.

The following guidance and information is designed to support individuals who are shopping for other people during the COVID-19 pandemic.

1. Volunteering:

You may be shopping for a friend or relative, or if you are volunteering you may be shopping for someone who you don't know. If you are volunteering you should ideally be registered as part of the initiatives set up by City of York Council <https://www.york.gov.uk/COVIDVolunteering> or the NHS <https://www.england.nhs.uk/participation/get-involved/volunteering/nhs-volunteer-responders>, or alternatively be part of a voluntary group, social enterprise or charity. This is important so that you have some guidance and protection and that the city as a whole can make some attempt to track the volunteering effort.

2. Social distancing:

- **Shopping lists** - try to use email or telephone to transfer information. If you need to collect a hand written list, ask the resident to put it in a clear plastic page and leave it on their front doorstep for you to collect.
- If you can, arrange to do the individual's shopping at the same time as your own to limit the number of times you need to be out in the community.
- You should ideally leave the shopping on the doorstep and retreat to a distance of at least 2m.

3. Taking payment and dealing with money:

- It is important to be clear on how the person wishes to pay for the items before you purchase any items. It is sensible to retain receipts of any purchases so these can be given to the individual who is self-isolating/shielding. You may wish to photograph these receipts for your own records.
- **Contactless payments** - you may pay for the food, other household shopping, medicines (prescription or otherwise) or other services and ask for the money to be paid back to you via bank transfer or other contactless payment methods such as PayPal.
- **Cash payments** - If you are handling cash, make sure you follow the NHS guidelines for washing your hands (<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>) as this will reduce the likelihood of virus transmission. Alternatively, use anti-bacterial gel and keep your hands away from your face.
- Encourage people to put their cash in a disposable plastic bag and leave for at least 72 hours. Alternatively, notes and coins can be cleaned by wiping notes and/or placing coins into a Milton's solution or similar disinfectant.

- **Alternative payment methods:** [Asda](#) and [Marks & Spencers](#) (M&S) and [Sainsburys](#) have launched volunteer shopping cards.
<https://www.marksandspencer.com/all-in-this-together/p/p60282075> ,
<https://cards.asda.com/volunteer> and <https://sainsburysgiftcard.co.uk/>
- Consider other store gift cards or whether you can take the receipt to the customer service till without paying and they take payment over the phone from the individual you are shopping for. You can also check if the individual has an account with a local independent retailer as they could pay direct to the account.

More information and guidance about volunteering during the pandemic can be found on the National Council for Voluntary Organisation's website:

<https://www.ncvo.org.uk/ncvo-volunteering/i-want-to-volunteer/volunteering-coronavirus>