

DEVAUDEN CORONAVIRUS SUPPORT GROUP

GROCERY SHOP - AIDE DE MEMOIRE

Prepared by Mike Warmington on behalf of the Devauden Coronavirus Support Group, March 2020

The following is intended as an aide de memoire for those volunteers offering to do a grocery shop for households in self-isolation or lockdown during the COV-19 pandemic. This advice is based on the collective experience of volunteers.

A reminder of the existing general rules as provided by the government

- *Ensure you regularly wash/or sanitise your hands or any surfaces or objects that you or the groceries may come into contact with; trolleys, tills, money etc.*
- *Always cough or sneeze into a tissue and put it in a bin immediately, following the 'catch it, kill it, bin it' guidelines. If you do not have a tissue sneeze or cough into your elbow and not your hands.*
- *Always keep some distance (at least two metres) between you and the person/people you are supporting – this protects both them and you – and ensure you wash or sanitise your hands before and after handing over shopping/a dog lead/anything else, or exchanging money.*
- *Don't continue to volunteer if you or anybody you come into close contact with develop any of the symptoms, a persistent cough or high temperature, you must [self-isolate following NHS guidance](#).*
- ***Take care of your own health and mental wellbeing** and pace yourself – this is a new situation but it may continue for some time. Take time for yourself and follow the guidance to protect yourself, then you can continue supporting those who need it over the coming months. [Information is available at MIND](#)*

Some Specific Steps to follow

- Once you have been assigned the task either as a one off or as an on-going relationship establish:
 - A shopping list; WhatsApp list or picture, a list on messenger, e-mail, or verbal. ***(I used a picture on WhatsApp)***. Confirm:
 - Where do they normally shop, are they happy with where you shop if it is different.
 - What are their views on substitution, own brands etc.
 - Confirm size, number and weights.
 - Identify what is essential and what is desirable.
 - If possible, have an agreed remote means of communication and that they will remain available while you are shopping;

I spent a lot of time calling back asking for clarification once I was there. Some items on the list that seemed logical will quickly become complicated if there is unavailability or brand limits.
- A means of payment and any limits on any item costs. See payment options at the end.
- Once you are at your supermarket of choice.

- Use either new or sanitized bags for the shopping. (I decontaminated them as best I could before I went and after I got back)
 - Clean the trolley particularly the handles and if possible, the wire mesh. If not, then load the groceries straight into your bags.
 - Wash your hands before starting to pick items.
 - If you can use the hand held scanners and put items straight into your shopping bags.
 - Confirm any substitutions if possible.
 - If you haven't been able to use the scanner the self-service tills are quite good for avoiding putting food down on surfaces.
 - If you can let them know what the cost of the shop before you leave and they will then have plenty of time to sort out payment before you deliver the groceries.
- **Once you return:**
 - If possible, arrange to have a container outside the house to decant the food and receipt into it.
 - Once decanted, ring the bell, phone or message them and step away.
 - Confirm the householder is happy and payment has been made.

PAYMENT OPTIONS

- PayPal, both parties will have to have a live PayPal Account on mobile or on a PC. It is quick and quickly visible to both parties that payment has been made and only mobile numbers or e-mail addresses are exchanged.
- Bank Transfer. The shopper will have to provide the recipient with bank details and there can be a delay depending on the bank.
- Cash or Cheque. *Don't take someone else's debit card or allow them to share their PIN with you. If possible when collecting shopping for someone, buy it, keep the receipt and have them repay you when you drop it off.*
- Alternatively, ask if there is a remotely located relative who could pay for groceries for the householder.

You may be offered petrol money or money to say thank you for your support. As a voluntary group we would strongly encourage people to decline both but if the individual insists then it is our recommendation that you suggest a small donation to a local charity in lieu of payment.