

# Frome community response to the Coronavirus: Bespoke Shopping

## Advice for handling shopping to stay safe

- Include the recipients shopping during your own food shop to limit the number of trips you make. Shop alone where possible.
- When 'meeting' your recipient over the phone, try to establish what substitutions are preferred if any, if products aren't available.
- Please do not accept requests for 'panic buying' of any goods.
- Find out if they have any allergies or similar.
- Check the safety of the products being delivered. Check any packaging is sealed and the temperature of product on delivery.
- Make sure your mobile phone is charged.
- Don't go into the house. Place the shopping on the doorstep, step away at least 2 metres from the door and ring the telephone number to let them know it has arrived and wait for them to take indoors.
- Recommend that recipients wash shopping wherever possible and wash their hands after touching it. We will also communicate this to the recipient.
- Remember to your wash hands before and after deliveries. Wash for 20 seconds with soap and water. When out and about keep a bottle of alcohol hand sanitiser to hand where possible.
- Public transport should be avoided where possible. In cases where taking public transport is unavoidable, disinfection of the items delivered should be carried out.
- From July 24th, face coverings and masks are mandatory when shopping. You **must** wear a face covering or mask when shopping for the recipient. FTC can provide cotton face coverings for you made by volunteers in Frome. Please see the separate "Guidance for Masks" document for more information.

- Current guidance from WHO and PHE states that gloves are not necessary outside of clinical environments, and regular hand washing is safer and more effective. If you choose to supply your own, please note that gloves must be worn, used and disposed of properly; if they become contaminated, for instance, you could put yourself and others at risk by continuing to wear them. If you have any queries about this, please let us know.

## **Money**

We do NOT recommend that you deal in cash with the person you are volunteering for. Ideally, you will organise an online transfer between yourselves. Receipts should be kept and passed on to the person you are helping.

We recognise that a lot of the people needing support at this time will be elderly and isolated and may not have access to cash or online banking. In these situations, FTC can help by reimbursing you with a bank transfer, and taking payment from the recipient over the phone.

In this case, please take a photo of the receipt before you give it to the recipient so that we can reimburse you. You will be asked to complete an expense claim form.

## **Expenses**

If you would like Frome Town Council to reimburse expenses such as petrol or parking, or the cost of supplying your own face coverings or hand sanitiser, please contact the volunteer co-ordinator who can arrange this for you.

The volunteer co-ordinator, Hannah Stopford, can be reached on Monday, Tuesday, Thursday and Friday between 8.30am and 1pm on 01373 480389.

For any queries outside these times please ring our main number 01373 465 757