



This advice note is for volunteers who are shopping for food supplies and delivering to those who are unable to leave their homes.

- If you feel unwell do not volunteer, follow government advice and stay at home. Do not volunteer if you are over 70, pregnant, have a long term health condition or if a member of your household has COVID-19 symptoms.
- Offer help to those who live near you to prevent the need to travel long distances
- Contact the recipient to make any arrangements prior to delivery - consider that some older people may not be able to pick up heavy bags from the floor. People may have food allergies / intolerances or dietary requirements. Consider also that some residents may need assistance putting shopping away (see deliveries section for further advice).
- Ensure you regularly wash hands thoroughly for 20 seconds following government advice especially before and after shopping and before and after each delivery. Avoid touching your face. As an additional measure, or where you do not have access to soap use hand sanitiser and / or disposable gloves and carry sanitiser wipes.

Shopping

- Before starting wipe the handles of shopping baskets or trolleys with a sanitiser wipe
- When shopping ensure you follow the Government's social distancing advice and maintain 2 metres distance from other people.
- Deliver to the recipient as soon as possible after shopping so that chilled high risk foods and frozen foods maintain temperature (preferably within 30 minutes). Consider using insulated bags for chilled and frozen foods.
- Pick products with as longer a shelf life when selecting items from the shop
- Ensure allergies / intolerances and dietary requirements are considered when selecting food.
- Consider how bags are packed as the recipient may not have the ability to pick up heavy bags
- Consider single use bags or if using re-useable keep one per household and clean between use

Making a delivery

- Avoid using public transport if possible
- When making a delivery, stay two metres away from the recipient. Place the items outside their door (or agreed place outside the property) and then step away so that the recipient can safely collect the shopping.
- Ensure food items are protected from contamination before placing on the ground i.e. properly wrapped.
- Avoid handling cash due to the potential for transmission of COVID-19. If you do handle cash ensure you wash your hands thoroughly afterwards. Consider whether payment can be made over the phone or using bags to drop money into.
- The recipient should be advised to wipe down and disinfect food packaging as a precaution.
- The recipient should be advised to check the items are suitable where they have an allergy, intolerance or dietary requirement prior to consuming and to check the durability dates
- Clean any reusable bags after completing the delivery
- Both the recipient and shopper should wash their hands once the delivery has been completed.
- If a volunteer shopper is asked on the doorstep to put shopping away, the volunteer should advise that they cannot and should not enter. Shopping should not be left on the doorstep unless someone is available to take it in.
- Where residents require assistance in putting shopping away consideration should be given to whether there is anyone else who could put shopping away i.e. a care worker who is entering the household. The delivery could coincide with the care worker visit. Also consider whether anyone in the household is self-isolating and if the resident is being shielded due to being in a vulnerable group.

Further Advice

Manchester City Council is operating a Community response hub to support some of Manchester's most vulnerable people, and to help them cope with the impacts of the coronavirus outbreak:

Tel: 0800 234 6123

Government guidance for households with possible COVID-19 infection and on social distancing is available on the Gov.uk website

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