



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

### **Prior to shopping**

- If you feel unwell do not volunteer, follow government advice and stay at home
- You can only provide support to people who are in isolation if you fulfil ALL of the conditions below:
  - You are well and have no symptoms like a cough or high temperature and nobody in your household does
  - You are under 70
  - You are not pregnant
  - You do not have any long-term health conditions that make you vulnerable to coronavirus. Please see guidance in:

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

- Follow the government advice regarding self isolation. This includes following the self isolation guidance when a member of your household has COVID-19 symptoms/has COVID-19 infection even if you don't

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

- Offer to help to those who live near you to prevent the need to travel long distances.

- **The recipient should be contacted beforehand to establish:**

1. Any special arrangements prior to delivery - consider that some people may not have the physical ability to pick up shopping from the floor or move heavy bags which may determine how you pack the shopping and where the shopping is to be left outside the property. Some recipients may need help to take the shopping into their homes and to put it away. In this case, this should not be done by the volunteer shopper. The recipient should be contacted to see if the shopping delivery could coincide with a carer/health worker etc visit. Such carer/healthworker etc could take the shopping in (if they are entering the property).
2. Does the recipient have any food allergies or intolerances? If so foods should be picked which do not contain such allergens as ingredients but also such allergens should not be listed on may contain statements either on pack or on notices in store. Avoid open products if there is a risk of allergen cross contamination in store. Speak to the food business in this case for advice
3. Does the recipient have any other dietary requirements eg due to religious reasons?
4. Is the recipient or anyone in the household being shielded?

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

5. Is the recipient or anyone in the household in self isolation as they are in a vulnerable group (not because they have symptoms of COVID-19 infection)?

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

6. Is the recipient or anyone in the household in self isolation as someone has COVID-19 symptoms/has COVID-19 infection?

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

- Ensure you maintain good personal hygiene.

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands regularly, especially at the start of the shopping trip, before and after each delivery and as soon as you get back home and inbetween if necessary
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- do not touch your eyes, nose or mouth if your hands are not clean

Hand hygiene could be maintained during a shopping trip by a mixture of soap and water/ hand sanitiser/ disposable gloves. If deliveries are by car- consideration could be given to setting up a wash station in the car with: basin, soap, water, kitchen towels, plastic bags for waste. If deliveries are on foot and soap and water is not available- hand sanitiser should be available to use which may be in gel form or wipes. Consideration may also be given to using disposable gloves for each delivery- to be discarded after each delivery. Please see attached information note regarding how to take off disposable gloves. All waste must be appropriately bagged. Waste gloves should be put in a plastic bag and once full should be double bagged and marked "for storage until (72 hours ahead)" and kept for 72 hours in a secure storage area before being placed in the general waste stream. Prior to doing shopping - consideration must be paid to how hands are to be kept clean and appropriate products must therefore be available. Please see link re: how to wash your hands properly:

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

## **Shopping**

- Prior to shopping -ensure that hands are clean. Have sanitising wipes available to be able to wipe trolley handles/shopping basket handles prior to use. Some supermarkets have sanitisers and paper towels available at entrances to stores for shoppers to use.
- Consider having bags to put shopping directly into, in the trolley/basket, rather than placing food into the trolley/basket direct.
- When shopping, ensure you follow the Government's social distancing advice and maintain 2 metre distance from other people. Some supermarkets have marks on the floor showing 2 metre spaces. Some shops may be restricting the numbers of customers that can enter the shop at any time and are ensuring that customers in queues are stood 2 metres apart. Choose shops

that have social distancing measures in place in which to shop. If you have any concerns regarding shops not having social distancing measures in place please email: [fsafoodreg@manchester.gov.uk](mailto:fsafoodreg@manchester.gov.uk)

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>

- Pick products with the longest shelf life available, to give recipients sufficient time to consume the products. This also potentially avoids the possibility of recipients consuming products beyond the use by date if a product is picked with a very short shelf life. Food products are deemed unsafe in law beyond the use by date. Best before dates are different as this is more a quality issue.
- 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). If you are doing shopping for a few people at a time, consider using insulated bags for chilled/frozen products. Time out of temperature for chilled/frozen products must be absolutely minimised.
- Time spent out of the house for everyone (including the shoppers) should be minimised. Recipients of shopping may be used to getting shopping from several shops prior to the coronavirus pandemic. This should be limited if possible. Shopping should just be for basic necessities.
- Ensure that any allergies/intolerances are appropriately dealt with (see above)
- Ensure that other dietary preferences are appropriately dealt with eg religious requirements.
- If shopping bags are to be re-used, ensure that they are limited to the same person/household (if shopping for more than one person). Ensure that these are cleaned between use. It may be more appropriate to treat bags as single use during the pandemic.
- Consider how bags are packed, with the recipient in mind so that the bags can be physically lifted by the recipient.

### **Making a delivery**

- It is advised that public transport is not used by volunteer shoppers whilst doing shopping for residents.
- 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. This also applies if you are passing shopping over to a carer/health worker etc.
- 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 coronavirus. If you do handle cash, ensure you wash your hands thoroughly afterwards. Risks could further be reduced by using bags to drop money into. Consideration should be made to -could payment be made over the phone?
- It is advisable for the recipient to wipe down and disinfect food packaging as a precaution on receipt. The World Health Organisation advises that the likelihood of an infected person contaminating commercial goods is low, and

that the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled and exposed to different conditions and temperature is also very low. It would however be a sensible precaution.

- Clean any reusable bags or containers between uses.
- Both the recipient and shopper should wash their hands once the delivery has been completed.

### **Important note**

Volunteer shoppers should not be entering premises to put shopping away for residents. Residents needing such assistance should be identified before the shopping trip. This shouldn't be something that is decided on the doorstep.

The recipient should be contacted to see if the shopping delivery could coincide with a carer/health worker etc visit. Such carer/healthworker etc could take the shopping in (if they are entering the property). This would limit the total number of people entering the household and reduce the risk to the resident, who otherwise could have their regular carers and potentially a different volunteer shopper each time they receive shopping.

If a volunteer shopper is asked on the doorstep to put shopping away, the volunteer should advise that they cannot and should not enter. They should instead raise this with their community group etc. This is for the protection of both the resident and the shopper. Shopping should not be left on the doorstep unless someone is available to take it in.

### **Note for recipient**

It is important to make recipients aware to check received products in terms of:

- allergens- if they have any allergies/intolerances
- durability dates eg use by and best before dates
- any other dietary requirements eg due to religious reasons

Recipients are also advised to wash hands following receipt of a delivery, and to wipe and disinfect food packaging prior to putting away. Also to rinse and disinfect any money received in change.

Consider sending an email to recipients to this effect and/ or note to be placed in a shopping bag?

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

Tel: 0800 234 6123.