

## VOLUNTEER INFORMATION PACK:

1. Staying Safe while volunteering
  2. Shopping Options
  3. Letter to show Police if stopped
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### STAYING SAFE WHILST VOLUNTEERING:

- Before performing any task, it is very important to make yourself aware of [up-to-date Coronavirus guidance](#) and don't perform any tasks that you feel do not meet these
- Before volunteering, please make sure you have considered your own health and wellbeing, any caring commitments you may have and who you need to make aware that you are volunteering. If you feel at all unwell, do not volunteer
- It's also helpful to think about how long you may be able to volunteer for let someone know
- Avoid any situations that make you feel uncomfortable or unsafe and be prepared to leave any situations quickly if necessary
- Irrespective of current advice on social distancing if you do not know someone, you should **not** enter their home. Leave any deliveries on the doorstep or in a safe place you have agreed
- Ensure you are able to call emergency services if necessary (ie charged mobile phone)
- Wash your hands regularly, especially before and after you deliver any items
- Try to support people who live close to you so you don't travel longer distances
- If you make a delivery, stay two metres away from the person who is in isolation at all times. Place the items outside their door and then step away
- Be careful about how you share personal information about yourself and other people
- Be careful about taking money from people to pay for shopping. Consider writing down any payment, so that there is clear agreement. Please be aware that many people may be more vulnerable to fraud at this time

## SHOPPING & PAYMENT OPTIONS

- Shopping should be collected in shop-supplied weather-proof bags or the shopper's own bags – do not use bags from the person needing support
- Items should be left at the front door or another pre-arranged covered place, in a weather-proof bag.
- No charge should be offered or accepted for the collection and delivery of items – it is a free and voluntary service. Goods should be paid for.

Preferred and easiest option is for resident to leave cheque or cash left in an envelope on the doorstep - both parties should also wash/sanitise hands before handling cash or a cheque.

Varying options listed below:

### 1. Volunteer Pays & Claims Back

- a) Volunteer does shop
- b) Resident leaves cash or cheque for person

### 2. Online Deliveries

- a) Encourage / Support person to do online order/delivery & payment– but wait is long  
Note: Sainsbury's have a home delivery priority line for those on the Vulnerable/Shielded List: 0800 328 1700

### 3. Click and Collect:

- b) Resident or Volunteer orders online and volunteer collects from shop
- c) If volunteer ordering – get bank details from person before hand
- d) Collect and deliver with receipt

### 4. Organisation Supplies Volunteer with Cash

- a) Cash given to volunteer
- b) Resident pays back cash on doorstep or
- c) Pay organisation back online (invoice provided if needed)

NOTE: If the resident has no cash to pay for goods – you may decide to make a personal arrangement to collect cash on their behalf, but this could be risky/potential for fraud.



## ESSENTIAL WORKER

This person is volunteering independently as part of the ECC & Wellbeing Exeter Community Response Offer.

This key worker is helping to ensure that food & prescriptions are reaching the most vulnerable people in Exeter throughout this pandemic.

Thank you for your efforts to support the most vulnerable in society during this difficult time.

Kind regards,

Exeter Community Wellbeing Team

<https://exeter.gov.uk/wellbeing/>