

Shopping/Prescription Support Volunteer - Safety Induction

Purpose: This document has been prepared in order to enhance the safety of all volunteers shopping and collecting prescriptions as part of the wider Covid-19 volunteer response. The document outlines key safety advice and guidance for Shopping/Prescription Support Volunteers and has been prepared in the best interests of volunteer and the vulnerable persons' safety.

It is in the context of people looking out for each other at a time of national emergency.

This document consists part of the official Induction/Training and preparation of the volunteer and they should confirm they've read it and that they feel familiar with the requirements.

For the purpose of this document we will refer to Shopping/Prescription Support Volunteers as "the volunteers" and will refer to the vulnerable persons as "the clients".

Shopping/Prescription Referral & Volunteer activity Process - in 15 steps

The following process will be followed by a Shopping/Prescription Support Volunteer:

1. Citizens being shielded and other residents in the city who require the support will contact a special hotline to request help
2. You'll be contacted via email/phone if you match the necessary criteria (i.e. a close distance from the client) and will be given this Induction and any online induction pack
3. You'll be sent basic information about the inquiry (shopping or/and prescription collecting) as well as the persons name and telephone number, post code.
4. You should phone the person on the same day as referral received to introduce yourself and to get details of the request (what shopping they want, pharmacy details, etc.) and agree payment arrangements (See section **Payment Arrangements**). Arrange a convenient and safe time to deliver the shopping/prescriptions. If unable to make contact with the client, you must notify the volunteer coordinator
5. Deliver the goods ideally the same day or, at the latest, by the end of the following day.
6. You should carry out shopping exercise via walking, bike and/or car - Do NOT use public transport
7. Wash your hands with soapy water for at least 20 seconds before and after the activity. Gloves to be worn if available and disposed in a safe way
8. Adhere to [social distancing guidelines](#) when going to and coming from the shops/pharmacies
9. Adhere to the "at least 2 meter's distance" rule at all
10. Do NOT enter the home of your client. Deliver your service from the doorstep in front of their CLOSED door, leaving shopping bags or medication etc where the person can easily retrieve them. In case their door is opened adhere to the "at least 2 meter's distance" rule at all times. If this is problematic because the person is unable to transfer their shopping explore options with the person and with the volunteer coordinator.
11. Immediately after goods drop off, let the client know that you have delivered via message or phone call. If prescription is not available to be collected from pharmacy, you must advise the client to contact their GP/Pharmacy and report this matter back to your volunteer coordinator.
12. Avoid handling of cash and receipts unless unavoidable (See section **Payment Arrangements**). It is understood many people do not have online options.
13. Ask the person to wash their hands before they pass you cash and recommend that the person washes their hands immediately after unpacking the items, disposing of any packaging inside their house or handling cash.

14. Get confirmation that the client has received goods before you leave
15. Contact Volunteer Coordinator to let them know if you have any concerns about the client or problems .
16. BCC has a lone working policy. It says that where you are working alone someone should know where you are and what time to expect you back. We understand this is a volunteer role and that it is possibly you will be incorporating volunteer activities into your day to day life. We ask that you do all you can to stay safe, for example someone in your household or a friend knowing your plans.

Further advice on reducing spread of Covid-19 and minimising any other risk

1. **If at any point you develop symptoms or think you may have been in contact with someone who has, you should immediately isolate yourself and inform your Volunteer Coordinator**
2. If the person needs additional help discuss with volunteer coordinator
3. If the client discloses over the phone to you that they feel unwell and you are worried that they could be suffering with suspected coronavirus or other medical issue, **DO NOT enter inside their house** to try to physically help them. Remind the person they must stay in their home and await further advice and support. Ensure they have reported their symptoms to their own GP or via NHS 111 OR if you judge that the person needs urgent medical assistance call 999
4. Tell your volunteer coordinator if you're worried about someone who you are helping or report it on the BCC [online safeguarding referral form](#)
5. You should avoid heavily populated areas or shared paths which may increase the chances of collision with cyclists and other pedestrians. Members of the public should be given right of way at all times
6. Abuse of vulnerable people will not be tolerated and will be reported to the police
7. In the course of your volunteering you will be provided with confidential information about the Council, its staff, its clients, customers, service users or other third parties. You must respect this confidentiality and not use the information for your own benefit or disclose the information, except where required or permitted to do so by law.
8. Keep a mobile phone on you at all times & ensure it is sufficiently charged.
9. Be prepared to show ID to the client if requested
10. Don't say yes to more volunteer work than you can manage, you can always offer more voluntary support at a later point as you are able.

Payment Arrangements

Making arrangements for payment of shopping is a complicated area. Practice is being explored at this time and the following sets out a range of options for managing payments. The volunteer is asked to consider the option set out below. They are arranged in order of preference, both in terms of protecting the volunteer and client from covid-19 risks and the risks attached to managing finances. **Please be alert to updates we provide on this matter.**

Payment option	Description	Issues	Mitigations
Click and Collect - by the client	Client conducts their own click and collect and informs volunteer of pick up time and shop.	Not available to people with no access to internet or debit/credit card C&C is heavily over-subscribed and often no pick up slots available	

Payment option	Description	Issues	Mitigations
Click and Collect - by volunteer	<p>Volunteer takes shopping list from recipient, volunteer then conducts click & collect, phoning vulnerable person to confirm the exact cost.</p> <p>The volunteer then agrees the payment method with client – see below - collects and pays for shopping</p>	<p>C&C is heavily over-subscribed and often no pick up slots available</p> <p>Involves volunteer in having to make choice of using cash exchange (risk of infection) or using debit exchange.</p> <p>Risk of volunteer not being paid (see below)</p>	
Volunteer Shopping card	<p>Asda has created a Volunteer Shopping Card.</p> <p><u>How it works (as described by Asda)</u></p> <p>The Volunteer Shopping Card can be bought easily online.</p> <p>It can then be emailed to the volunteer or printed out and left in a safe place for the volunteer to pick up.</p> <p>The volunteer then shops using the card, makes the payment using the barcode in store, and leaves the shopping in a safe place.</p> <p><u>Get your Volunteer Shopping Card NOW</u></p> <p><u>https://cards.asda.com/volunteer?utm_source=asdacom&utm_medium=feedthenation&utm_term=volunteercard&utm_content=generic&utm_campaign=cards</u></p>	<p>Can be used by anyone who has a bank card, bank account and is online. Easy, clear, clean method that can be set up once and then it's done.</p> <p>Problems: depends on if person is happy to have shopping from Asda and if Asda is nearest convenient supermarket</p> <p>Doesn't work for people not online or who don't have a bank account.</p> <p>Difficult to support someone not online to set up as you'd need all their bank details.</p>	
Debit exchange	<p>Volunteer and recipient organise for a debit exchange: the volunteer provides their account number; Bank code and recipient re-imburses them through their online banking</p>	<p>Debit exchange is a personal choice for the volunteer to make, with a risk of trust with the client in sharing their bank details for re-imburement. Only works for people with access to online banking</p> <p>Risk on non-payment and breakdown of relationship of trust</p>	<p>Inform your Volunteer co-ordinator if you use this method; immediately inform your volunteer co-ordinator if you don't get re-imbursed</p>

Payment option	Description	Issues	Mitigations
Cash	Volunteer takes cash (in envelope) prior to shopping and then returns change in another envelope upon return.	<p>People with no cash / older people with no pension</p> <p>Infection risk in exchange</p>	<p>See item 13, Shopping/Prescription Referral & Volunteer activity Process</p> <p>Limit the amount of cash - £20-£30 per shop</p> <p>Include receipt</p> <p>Exchange cash in envelope, not directly hand to hand</p> <p>Volunteer and client wash hands before and after handling</p>

Appropriate clothing/PPE

With variable weather conditions expected, please ensure you have the following available:

- A warm and waterproof coat
- Sturdy and water-resistant footwear
- Wash your hands with soapy water for at least 20 seconds before and after the activity
- Disposable Gloves - depending on availability as detailed above.

Lone Working

Volunteers must conduct the shopping/prescription collection on their own to avoid covid-19 contamination.

Please ensure that you carry a charged mobile phone and save the Local Hub's/Volunteer Coordinator's number as an emergency contact.

You are advised to contact a family member or friend to tell them the time that you're leaving your house to carry out your assigned task and later you should call again to report that the task has been completed and that you are going home.

If you have any queries or concerns about your volunteering then email community.resources@bristol.gov.uk. or contact your Volunteer Co-ordinator

Useful links

Please review the following before planning any house visit:

Essential

- [BCC coronavirus-guidance-for-volunteers](#)
- [Coronavirus-how-to-help-safely](#)
- [social distancing guidelines](#)
- [NHS Hand Wash video](#)
- [Gloves removal video](#)
- [WHO clean hands protection](#)

Logging your volunteering hours

You have the option of keeping a record of your volunteering by signing in to [Can Do Bristol](#). This is not required but is helpful.

- Go to *My Dashboard*
- Go to *My Actions* under *My Profile*
- Click 'I did this' next to the *BCC official Covid-19 Response activity* and include a message about how many hours you have volunteered.
- **Please complete this action once you have finished your volunteering activity during this period.**

A copy of the Risk Assessment for this role is available on request from your Volunteer Co-ordinator