

## Guidance – Shopping

Thank you for agreeing to do shopping for members of your community. The time you will be giving is appreciated and will be of real help to those who cannot get to the shops themselves.

See below for a few tips that you might find useful when shopping and, once again, thank you.

### Tips for Volunteers:

- Confirm the shopping the person will need.
- Ask if there are any preferred brands the person would like and whether you should you still buy the item if their preferred brand is not available.
- Agree how the shopping will be paid for and agree a budget.
- Check the person can pay you back and agree how they will do this, e.g., bank transfer, PayPal, cash, etc.
- The person may wish to use a Click and Collect service which will enable them to advise you where to collect the shopping and no payment will be required.
- If necessary, arrange to collect any vouchers, pre-paid card, or cash in advance of shopping.
- Keep a copy of the receipt for yourself (using your phone to take a photo is an easy way to do this).
- Arrange with the person you are supporting for a suitable time to drop off the shopping and whether they will need any further assistance with the shopping once it has been delivered. The person may need assistance to carry the goods and help with putting them away.

### Shopping under Covid-19 Regulations

#### Guidance for Volunteers:

- When collecting a shopping list, voucher, pre-paid card or cash in advance always follow hygiene and social distancing measures and wear a mask if necessary.
- Explain to the person that you will only be able to drop the shopping at the door and that the person should collect it from the door. Again, ensure to maintain social distancing regulations.
- Similarly, when returning any pre-paid card, voucher or change it is important that you follow hygiene and social distancing guidance.

**The above Covid-19 guidance remains in place and should be read in conjunction with the shopping guidance until such time as Government Regulations are changed.**