

Public Health Volunteer Cue Card

Helping with safe shopping for those self-isolating

If the self-isolator does online banking they can pay the 'shopper' by BACS for them doing their shopping:

1. Self-isolator phones shopper or posts a shopping list on street social media page
2. The shopper phones the self-isolator and agrees a ceiling figure for the cost of the groceries
3. The shopper purchases the shopping up to agreed limit and asks for two receipts
4. The shopping is left on the self-isolator's doorstep by the shopper with one of the receipts and their sort code and bank account number
5. The self-isolator pays the amount noted on the receipt via BACS transfer to the shopper

If your local shop can take 'over the phone' payments here is another way:

1. Self-isolator phones **shop assistant or** shopper with a shopping list or posts it on social media
2. The **shop assistant or** shopper phones the self-isolator and agrees a ceiling figure for the cost of the groceries
3. The **shop assistant or** shopper picks up the shopping from the store shelves and goes to check-out
4. The shopper **tells the shop assistant to phone self-isolator to take over the phone payment**
5. Self-isolator gives card details for 'over the phone' payment to check-out
6. Shopper **takes paid shopping** and leaves on doorstep with receipts.

4 golden rules for a safe drop-off

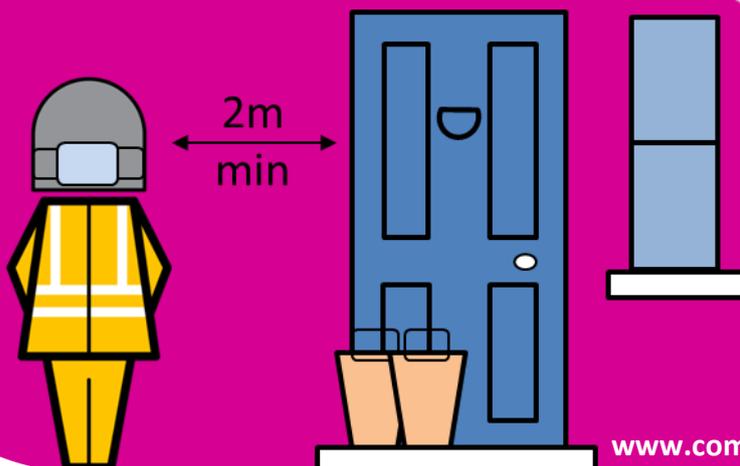
1. On arrival put on a facemask (if available, **although not necessary if social distancing is maintained**) & either spray your hands with gel or put on a pair of disposable gloves (if available) before getting out of the vehicle
2. Place the items to be delivered on the doorstep before ringing the bell or knocking on the door & take at least 3 steps (**2m minimum**) back
3. Having returned to your vehicle, dispose of your gloves (**and disposable facemask if using**) **before touching your vehicle** in a bin liner not to be treated as medical waste and treat your hands with gel again
4. When you have finished your rounds, and before eating and drinking, thoroughly wash your hands with hot water and soap for 20 seconds and safely dispose of your **PPE bin bag in an outside bin**

"Don't share bank PIN numbers or bank cards with each other and avoid cash. Be wary of strangers asking for money up front. If you notice suspicious activity dial 101"



Vulnerable persons doorstep check:

- Work in buddy pairs if not delivering to your street
- Have they got enough food?
- Are they warm/cool enough?
- Are friends and family helping them?
- Do they have enough medicines to last over the next few days?



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