



The safe guide to shopping for others

- You should **communicate directly** with the person you are buying for to understand their needs and agree the process (including likely costs, shopping list, payment method and time-frame). Understand what alternative products might be suitable if you can't find what they're looking for. Do not pass on their personal contact details to anyone else – the person you are helping has a right to privacy.
- Before you leave home, it would be helpful for you to have supplies of hand sanitiser, disposable gloves and ideally plastic cash bags (which can be wiped) to keep change contained and safe. **Strict hygiene is also crucial** when helping others. That means washing your hands thoroughly for 20 seconds with soap and water before and after helping, and not touching yourself/ others while your hands are potentially contaminated. Please wash hands again between contact with people / money / shopping / letters or at the very least hand use hand sanitizer.
- **Do not overfill shopping bags** if the person you are shopping for is frail and/or elderly – they will have to pick up the bag you leave. If you are handing food over to the elderly suggest that they put a chair or their walking trolley by the door so that you can put the bag on this rather than the floor so that they do not have to bend to pick up bags.
- You must also **consider your own safety** - don't put yourself in harm's way. If something feels wrong or you feel uncomfortable at any time, just walk away and tell your CASA contact what has happened. Always tell someone else where you are going and arrange to check in with them on your return.
- **Money handling** - never take someone's bank card to do their shopping for them. Some small shops are letting people pay over the phone, so if possible ask the person you are helping to do this, and you then pick can it up. It is more likely however that you will be

dealing in cash. If this is the case, write down what items you have bought, and photograph the shopping, the receipt and the change you are handing back over receipt to avoid any confusion.

- **Be prepared to pay for the shopping first** and collect the payment from the individual when you arrive at their home with the shopping, so make sure you can afford to do this. CASA can also provide help with ways to take payment electronically. Email volunteer@communityaidstandrews.co.uk if you would like details.
- If the housebound person needs to **go to the bank for cash** you can let them know that Golf City Taxis have adapted their cars to ensure safe social-distancing and so are able to transport vulnerable members of the community. However we encourage everyone not to take unnecessary journeys.
- If the housebound person is currently experiencing **money difficulties** and cannot access cash, then CASA can repay volunteers for the shopping, please ask your contact about this and how to be reimbursed for shopping you buy.
- **Maintain 2 metres distance** even when handing over the shopping. When you arrive at their home, knock on the door, put the bags down and step back to the safe distance. Ask the person to do the same when handing anything over you.

If you need support with your shopping, or if you're worried about someone email

help@communityaidstandrews.co.uk or phone: 03000 122014.

If you're happy to help other with their shopping please email

volunteer@communityaidstandrews.co.uk.

If someone appears very distressed or in acute need, please sign-post people to the right support group. You don't have to sort everyone's problems, you're just here to be a good neighbour. You can phone the help line on 03000 122014 or email volunteer@communityaidstandrews.co.uk if you are unsure of what to do.