



Helping us to help others

Keeping you safe

Thank you for volunteering to help your local community; through your support in delivering food essentials you are helping those who need it most to stay safe.

Please ensure that you keep yourself and our customers safe by following the government guidelines for your area in relation to Covid-19 and any 'tier level' that may be in place locally. Below are the guidelines we use, and we ask you to take a moment to read through the detail which we hope you find useful; however, we cannot accept any responsibility as a result of their use.

1. Volunteers must be 18 years of age and over to support our home deliveries.
2. Only volunteer if you feel well enough and are not shielding, self-isolating or in a high-risk group.
3. Use the personal protection equipment available in our stores – gloves, face masks and sanitiser.
4. The local store manager will provide you with the details of your delivery and have the picked order ready for you to take, your role as a home delivery volunteer is solely to deliver the goods to our at need customers.
5. Wash your hands immediately before you go out and on return. Keep your home virus free.
6. Wash your hands before and after collecting shopping; before and after delivering shopping. Use hand sanitiser if you are on the move.
7. Tell a safety buddy where you are going and when you will be back. Give them instructions on what you want to do if you do not return on time.
8. If you are using your own vehicle to make deliveries, we believe your insurer should now cover you. There was a recent announcement from the Association of British Insurers that *"those who are volunteering to help their communities during the coronavirus outbreak do not need to contact their insurer to update their documents or extend their cover"*. But, if you are in any doubt, check first.
9. Do not offer another volunteer a lift in your car unless they already live in your home. You cannot maintain a safe 2 metre distance in a car.
10. When you collect the shopping from store make sure the bags are not overfilled and too heavy for you to lift. If they are then please ask our store colleagues to split the order across more bags.
11. Please make sure deliveries are made promptly as they may contain chilled items.
12. When you get to the delivery address: knock on the door, put the delivery on the doorstep and stand back 2 metres.
13. We are strongly encouraging payment by card for safety reasons. However, if they are paying cash ask them to leave it on the doorstep in an envelope or bag and step back 2 metres. Make sure you are wearing gloves before you pick it up. Do not count the cash – we will handle that.
14. Do not enter the home you are delivering to – even if you are asked to help with carrying bags or unpacking. You may be the first person they have spoken to for some time and they may want to chat through an open window or door. Keep 2 metres apart. Don't stand underneath someone talking from an upstairs window.

Thank you once again for your help. Your safety and the safety of our customers is of the utmost importance to us. We are trusting you, our volunteer helpers, to follow government advice and keep everyone safe. If you have any concerns about following this guidance or about whether you are well enough to keep others safe then please contact volunteer@midcounties.coop