

GUIDELINES WHEN RECEIVING SUPPORT

We are so glad we can be some help to you - in order to ensure the health and safety of everyone involved at this time. Can we ask that you follow these guidelines for your delivery:

- 1) Please wash your hands thoroughly before handling any cash you are going to give to our volunteers. We want to keep everyone as healthy and safe as possible.
- 2) We ask that you place the money in an envelope, (a reused envelope or folded piece of paper will do) on your doorstep, or through the letter box upon their arrival if you feel safer doing this.
- 3) We are instructing volunteers to ring your doorbell, leave the delivery on your doorstep, collect the money and leave the premises.
- 4) Do not open your door until the volunteer has left the premises.
- 5) In order for this to be as easy as possible for everyone involved we will give the following details to your volunteer: your name, address and a contact number. Once they have collected your items they will call you, introduce themselves, give you an estimated time of arrival and the cost of the goods.
- 6) Please can we ask that you put the exact cost in an envelope. We are working with a team of volunteers made up mainly of students or people who have been asked to work from home. Due to the uncertainty of employment status over the coming months we are unable to access funds to pay for these services.

We may not be able to provide change, if you do not have the exact money can we ask that you round the amount up and money will be used to pay for: petrol costs or help for others. Our volunteers won't be making money from this service.

YOUR HEALTH

If you are unsure whether you should self isolate please use the following NHS symptom checker: <https://111.nhs.uk/covid-19/>

Additionally, if you need information about staying home please read the following: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>