

BRADNINCH TOGETHER

GUIDANCE NOTE 003 (V4 06.01.21)

SHOPPING and reimbursement advice

N°	GUIDANCE	Q's More Info
1.	<p>When volunteering for Bradninch Together, your safety and minimising the transmission of Covid19 is the priority.</p> <p>When we support our neighbours by helping with their shopping; keeping it local and prepaid is the sensible option. In doing this we are helping by reducing travel and person to person contact.</p> <p>If you receive a request to shop elsewhere and without the benefit of prepayment; it is up to you as a volunteer which locations you are comfortable visiting and if you are willing to shop on someone's behalf, with a reimbursement arrangement.</p> <p>Most requests are sent out by the Zone Coordinators via WhatsApp, giving volunteers the option to respond.</p>	Using the local SPAR is recommended
2.	When a neighbour asks for assistance with shopping, we suggest not taking their money beforehand; firstly this would add a visit to their home, secondly exact costs and availability of items are rarely know beforehand.	
3.	Speak to them on the phone and make a list of the items they need.	
4.	Do the shopping following the Covid safety rules of the outlets you are visiting and pack their goods separately. This may require the purchase of a bag. Sanitise your hands regularly.	Use a separate bag
5.	On the till receipt write their name next to the total cost and circle the total and the date. <i>Example overleaf</i>	
6.	Take a photo of the receipt. This will be your copy of the expenditure and enable you to give the original till receipt to the neighbour.	
7.	When dropping off the shopping volunteers should adhere to the Contact Guidance Note 001 . We advise calling before you go to the house. Do not enter their home and keep to our 'threshold policy.	See Contact Guidance Note 001
8.	Draw their attention to the till receipt in the bag.	
9.	The ideal method for reimbursement would be by Bank Transfer , which you can prearrange over the phone. You would need to give them the Name as it appears on the account, the Bank Account Number and the Sort Code.	
10.	You will be able to match the credit on your account to the total on the photo of the till receipt. When you have received the money make a note that you have been paid. Keep the photo until you have been reimbursed.	PTO

11.	Do not under any circumstances accept an offer of 'take my card' to do the shopping or to take out cash; this is too risky.	
12.	If the reimbursement is with cash , we suggest that you call by phone, before the 'drop off 'and tell them how much is owed, they can then leave the cash in an envelope in an agreed, secure but easily accessible , place outside.	Try to avoid cash
13.	If you don't see anyone when you make your delivery, phone later to ensure all is well. If you don't make contact and have concerns about the welfare of some, refer to our Guidance Note 004 No Answer at the Door.	See Guidance Note 004

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