



In order to help us manage the effects of the current Corona Virus outbreak, we need your help to keep both you and our volunteers as safe as possible.

Shopping delivered **INSIDE YOUR HOME**



- 1** During your delivery please maintain a safe distance by staying within another room of the house, preferably with the door shut.
- 2** Leave your cheque or some cash in the kitchen where volunteers will unpack your shopping, check off your order and take payment.
- 3** If you are paying by card a member of staff will phone at some point after your shopping has been delivered. Although we will try to make the phone call on the same day as your delivery it may not be possible.
- 4** Another easy way for you to pay for your shopping is to set up a Food Train account, for more information please contact your local office.
- 5** Volunteers will leave your receipt for you to check.
- 6** Once our volunteers have left it will be safe for you to move freely around your house.
- 7** Don't forget to follow NHS advice and wash your hands often throughout the day (for 20 seconds). Make a point of wiping your products and any surfaces where they were unpacked and always wash your hands after putting your shopping away.

Shopping delivered **TO YOUR DOORSTEP**



- 1** Our delivery driver will let you know when he/she has arrived with your delivery. (by phone or knocking at the door)
- 2** If you are paying by cash they will advise how much you owe and you can agree a safe place to leave it for them outside.
- 3** If you are paying by card a member of staff will phone at some point after your shopping has been delivered. Although we will try to make the phone call on the same day as your delivery it may not be possible.
- 4** Our volunteers will leave your shopping on the doorstep in bags for you to collect OR you can leave your own bags/box for them to fill. Leave plenty of bags so we don't need to overfill.
- 5** Any change due will be left with your receipt and shopping. If you want to make a donation just let the delivery team know.