

FGNS Coronavirus Shopping Guidelines v1

These guidelines have been created with the view to minimise the risk of transmitting coronavirus when shopping as part of the 'Essential Tasks' scheme of Fulham Good Neighbour Service.

Beneficiaries:

1. Please inform the volunteer of your shopping list indirectly e.g. over the phone. The items that you request should not be valued above £40 and should be basic groceries and supplies that are likely to last for a week. Please do not make any frivolous requests e.g. for favourite takeaway food. Please note that many products may be unobtainable, and we encourage you to agree for the volunteer to buy substitute products where possible. Please inform the volunteer of any allergies or dietary requirements.
2. Please do not offer cash/cheques/debit or credit cards to our volunteers.
3. The volunteers will use their own money to make the shopping and will be initially reimbursed by Fulham Good Neighbours. You should reimburse the charity via an online banking transfer as soon as possible to:
Payment Reference: FGNS Task XXXX (please enter the task number)
Account: Fulham Good Neighbour Service
Bank: CAF Bank
Sort-code: 40-52-40
Account Number: 00014669
4. The volunteer will leave the shopping by your door and notify you – please keep a safe distance (at least 2 meters) when collecting it. If you are unable to collect your shopping from your doorstep, please notify the volunteer in advance. If you can both stay at least 2 meters apart at all times and if the volunteer agrees, he/she will bring it into your house.
5. Please make sure to reimburse Fulham Good Neighbours as soon as possible via online banking. If you are unable to do this, then you are asked to reimburse us via other means as soon as practicable.

Volunteers:

1. Please obtain the shopping list indirectly e.g. over the phone. The items that you will buy should not be valued above £40 and should be basic groceries and supplies that are likely to last for a week. Please do not agree to any frivolous requests e.g. for favourite takeaway food. Please check if the beneficiary will agree substitute products. Please inform the beneficiary about any allergies or dietary requirements.
2. Please do not accept cash/cheques/debit/credit cards from our beneficiaries.
3. Please use your own money to make the shopping and please make a clear/legible photograph of your receipt.
4. Please leave the shopping outside the person's property and notify them that it is there. Please wait at a safe distance (at least 2 meters) to reassure yourself that the beneficiary collected their shopping. If you are unable to collect your shopping from your doorstep,

please notify the volunteer in advance. If you can both stay at least 2 meters apart at all times and if the volunteer agrees, he/she will bring it into your house.

5. Please remind the beneficiary to reimburse FGNS via online banking by quoting the task reference number. Those who are unable to do this are asked to reimburse us via other means as soon as practicable.
6. Please email info@fulhamgoodneighbours.org with your bank details, attaching the photograph of the receipt and quoting the task number. We will reimburse you as soon as we can.

Staff:

1. Please make sure that both the beneficiary and the volunteer understand and agree to the above arrangements and that they took a note of the task number.
2. Please make sure that the task description on the HUB starts by saying: 'ESSENTIAL TASK. Please follow FGNS Coronavirus-Money Handling Guidelines.'