



COFD - SAFETY AND PAYMENT ADVICE TO CLIENTS ON RECEIVING THEIR GOODS FROM THEIR HELPER

- If you need your helper to place an order online for delivery to your home or by click and collect, please ask, this is the preferred method. At the moment, orders are taking two to three weeks, so try to plan ahead if you can. If you need your helper to go to a shop or chemist, please provide a written shopping list, where appropriate
- Please provide your own shopping bags; so you know where they have come from. If you don't have any, please ask your helper to provide them
- To protect you and your helper, please maintain a physical distance of 2 metres
- If you don't know your helper, please ask to see his or her identity card and use a code word between you, such as a fairy tale character, to be sure that you are not a victim of fraud. Your safety is of paramount importance to us. Please be assured that all of our volunteers have been checked for good character
- Your goods will be left on your doorstep. For your own safety, your helper must not enter your house
- Please wear gloves whilst taking delivery and unpacking your goods, you can then wash these thoroughly. If this is not possible, wash your hands thoroughly for 20 seconds after handling goods and try to avoid touching your face before you have washed your hands. If you are using disposable rubber gloves, please double wrap them and dispose of them in your black bin. To ensure the safety of the bin men, please place these in the bin at least 72 hours before a rubbish collection is due
- The preferred method of payment will be by BACS or credit card. In some Streets, helpers have started a TAB system. Please ask him or her about this.
- Please use a plate or plastic container if using cash or card to pay, to avoid hand to hand contact. This can then be placed on a window ledge, doormat or ground, in order to maintain social distancing

- Your helper will need to take a photo of the shopping receipt, on their phone or alternatively to create a paper receipt, which you will both need to sign, using the plate method, detailed above
- Payment will be taken on delivery of goods only and not before
- Where possible and only with your consent, your helper will inform your next of kin of the financial transaction, so that they are not worried for you
- Please wash down all items and wrappings with alcohol wipes or soapy water before opening, as well as washing fruit and vegetables before eating them. Be particularly thorough with milk bottles, fruit juice cartons and yoghurt pots or anything that you will be eating or drinking from, directly from the container
- Once you have unpacked them, leave your shopping bags untouched for 72 hours. if you can
- Wash down any surfaces that have been touched by the bags and goods with alcohol wipes or sprays or soapy water. Alternatively, leave non-perishable goods in the bags before touching them at all for 72 hours or longer
- If you are in doubt or concerned about any issues, please contact George Devine on c. 292824. He will be happy to clarify any issues he can or refer you to someone who can help or advise you.

Keep safe and keep well