



## When shopping on behalf of someone else

After ruling out availability of all options with family and neighbours

### Upon receipt of request for support to the helpline

- Shopper is to be used as last resort. The helpline Operator should explore all options with the caller to see if there is any alternative.
- Details are taken by Operator (name, number, address, Eircode, usual/preferred shop).
- Operator will advise of relevant support agencies/volunteers in the area or seek permission to give request and details to support agencies/volunteers.
- Operator will discuss how the caller would like to be communicated with, (i.e., call/text/email).
- Operator will tell the person to make sure to ask for ID before opening the door to the shopper, not to give credit/debit card details, and to call the Community Response Helpline if they have any concerns.
- Later, once confirmed by the shopper that shop is complete, the Helpline will phone the person who asked for the support and confirm that everything is in order.

### Taking the order

- Call/text/email the person and explain that you will do their shop and deliver it to them.
- Ask for specifics about what they want in terms of brands, flavours, etc. and make a list.
- Ask if they would be ok with you substituting if something is unavailable. If they agree, please choose products that are the same price or lower.
- Ask if they have any food allergies that you should be aware of.
- Discuss payment options with the person.

### Arranging payment

- Some stores have special arrangements in place to allow the person to pay over the phone while you are in the store - see below.
- Shoppers should never take credit/debit cards or details.
- Shoppers should only handle cash if absolutely necessary and should follow this procedure if cash exchange is necessary:
  1. Call the person when you arrive outside to collect cash.
  2. Present ID for view at window to confirm who you are.
  3. Step 2 metres back.
  4. The person should leave money in an envelope or other sealed container outside the door and close the door.
  5. Collect the money and proceed to the shop.
  6. When delivering the shopping, return the change and receipt in the same envelope/container.

### Doing the shop

- Ensure the trolley you are using has been cleaned - if necessary clean it yourself with the wipes/sprays provided.
- Practice social distancing at all times. Sanitise your hands before and after being in the shop.
- Introduce yourself to a member of staff and show them ID, explain that you are a community volunteer shopping for an elderly or vulnerable person linked to the Local Authority initiative. Some stores will give you priority.
- Use your non dominant hand to select the goods, avoid handing goods unnecessarily. Use tongs if available to select foods.
- If you are unsure of any substitutions, contact the customer to see what they'd like.

# The Community Call

## Advice for Shoppers



Coronavirus  
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<b>Doing the shop</b> Continued	<ul style="list-style-type: none"><li>• If you are unsure of any substitutions, contact the customer to see what they'd like.</li><li>• In the shop do not linger, access items required as quickly as possible and move to the check out.</li><li>• Use disposable plastic bags for the shopping.</li><li>• Please note the following food safety tips when packing the shopping:<ol style="list-style-type: none"><li>1. Do not place raw meat next to cooked</li><li>2. Do not place hot food next to frozen</li><li>3. Try to keep personal care / home care items separate to food</li><li>4. Try to keep softer items on top of more sturdy items.</li></ol></li><li>• When leaving, use sanitiser if available.</li><li>• Take a picture of the receipt and place the receipt and the change in the bag with the shopping.</li><li>• Put the person's name on a sticky label and place on the outside of the shopping bag, if possible.</li></ul>
<b>Delivering the shopping</b>	<ul style="list-style-type: none"><li>• Phone/text/email the person to let them know when to expect you.</li><li>• Phone/text/email the person when you arrive outside.</li><li>• Complete hand hygiene before leaving your vehicle.</li><li>• Place the receipt and change in one of the bags securely.</li><li>• Show your ID to the person through a closed window to confirm who you are.</li><li>• Place the shopping at the front door, step back 2 meters.</li><li>• Let them know if any items in the shop are missing.</li><li>• Ask them to move into another room.</li><li>• Place items inside the door.</li><li>• If essential to enter the home follow guidelines about physical distance while inside, ensure goods are accessible to the person and leave quickly.</li><li>• Reassure that contact and deliveries will be maintained, and you/the helpline can be contacted again.</li></ul>
<b>Confirming to the Helpline</b>	<ul style="list-style-type: none"><li>• When task has been completed let your contact in the Community Response Helpline know by text or phone call.</li><li>• The Community Call Helpline contact should immediately phone the person who asked for the support and confirm that everything is in order.</li><li>• Send an email to the Community Call Helpline email address when you have access to email, confirming this and attaching a photo of the receipt.</li><li>• If there are any concerns for the person who requested the shopping let the Community Call Helpline know.</li></ul>
<b>Special arrangements in some stores</b>	<p>Some stores including Tesco, Supervalu and Centra have special arrangements in place and will take payments over the phone from those you are shopping for while you are still in the store.</p> <p>You should:</p> <ul style="list-style-type: none"><li>• Introduce yourself to a member of staff and show them ID, explain that you are a Community Call volunteer shopping for an elderly or vulnerable person linked to the Local Authority initiative.</li><li>• Let the staff member at the checkout know you are a Community Call Volunteer and ask that they call the customer to take payment over the phone.</li><li>• You should phone the customer first, give them the total owed and confirm the next call will be from the store.</li><li>• The cashier should then phone the customer to get their card details, process payment and provide you with a receipt when the payment is processed.</li></ul>