

## Volunteer Protocol for Shopping Collection and Delivery

As an ALONE practical support volunteer, you will provide assistance to an older person with collection and delivery of items such as groceries.

### In advance of carrying out the task

In advance of any collection or delivery, you will be contacted by an ALONE staff member and given some important details for carrying out your task. These are:

1. To read the attached health and safety advice. It is important that you read this advice thoroughly and follow all health and safety advice while carrying out your task. If you are unclear about any element of the advice, please check with your supervisor/contact.
2. Name, phone number, address and eircode of the older person
3. A list of shopping items the older person has requested
4. A suggested timeframe during which the delivery should be completed.
5. A recommended store location where items should be collected
6. How payment for items is to be handled, i.e.: if the older person will pay in cash or over the phone. If the older person cannot pay, you will be given instructions on paying for this yourself and how to receive the money from ALONE afterwards pay
7. Name, email and contact number of your supervisor/ALONE contact

You will be provided with these details via email or text. If you feel you need any more information before carrying out your task, please check with your supervisor/ALONE contact

If you feel unwell in any way, please do not volunteer. Let your supervisor/ALONE contact know as soon as possible that you are unwell and follow all guidance from the HSE in relation to self-isolation.

### Collecting the Shopping

When you are collecting the shopping from the store, there are three different payment options. You will be told which option the older person has chosen in advance of carrying out your task. Note that all older people are encouraged to use contactless methods of payment where possible and to only use cash where absolutely necessary.

#### Option 1: The older person has paid the store in advance for their items

1. Upon arrival at the shop, follow hand cleaning and social distancing measures as outlined by the HSE
2. Introduce yourself to a member of staff and explain that you are there to collect the groceries for the person's name
3. Take a picture of the receipt on your mobile phone and send to your ALONE contact.

### Option 2: You need to collect cash from the older person to pay for the items

1. If you have been instructed by your supervisor/ALONE contact to collect cash from the older person, please ring the older person first and ask when it suits them for you to pick up the cash.
2. The older person will have the cash ready in an envelope for you when you arrive.
3. Follow any property locations instructions provided to you by your supervisor/ALONE contact
4. Ring the doorbell or knock on the door. Remember to practice social distancing, keeping a space of 2 metres between you and the older person.
5. Introduce yourself and hold up your ALONE documentation, volunteer ID or personal ID details for the older person to see
6. The older person will then leave the envelope outside the door for you
7. Please do not enter the home even if invited and explain it is for their and your own safety
8. Leave the property

### Option 3: The older person is not in a position to pay so ALONE may ask you to pay for the goods temporarily

In some circumstances, ALONE may ask volunteers to pay for items for older people themselves first. If this is the case, we will let you know how you can receive the money back from ALONE afterwards. We are encouraging all older people to only use cash where absolutely necessary so this will only happen in a small number of cases. If you are not in a position to pay for the items, please let your supervisor/ALONE contact know before carrying out your task.

1. Upon arrival at the shop, follow hand cleaning and social distancing measures as outlined by the [HSE](#)
2. Purchase as many items as possible on the older persons shopping list. Cigarettes and alcohol can only be purchased with other essential items. You are permitted to purchase **one** packet of cigarettes for the older person and alcohol only up to the value of **€10.00**.
3. Take a picture of the receipt on your mobile phone and send to your ALONE contact

### Delivering to the Older Person's Address

Once you have collected the items, the next step is to deliver them to the older person. Before delivering the items please call the older person to let them know when you will arrive. When you arrive at the older person's address you should:

1. Follow any property access instructions provided to you by your supervisor/ALONE contact

2. Place the bagged items at the front door. Ring the doorbell or knock on the door. Remember to practice social distancing, keeping a space of 2 metres between you and the older person.
3. Please hold up your volunteer ID or personal ID for the older person to see.
4. Please do not enter the home even if invited and explain it is for their and your own safety. If they ask for help with something else, tell them you will let your supervisor know they need help and they will follow up directly with the older person.
5. Please let the older person know that the receipt and change, if any, is in the bag.
6. Reassure them that you followed HSE guidelines in relation to hygiene.
7. Leave the property.

### **Follow up with Staff Member**

#### **The final part of your task is to follow up with your supervisor/ALONE contact**

1. When you have completed the delivery please text or email your supervisor/ ALONE contact. Please contact them **as soon as possible** to let them know the delivery has been completed.
2. If you have a concern for the older person following the delivery please ring your supervisor/ALONE contact. Do not enter the house and provide assistance yourself.
3. If you paid for the items yourself and need of a volunteer payment refund, please follow the instructions provided by your supervisor/ ALONE contact. If you have any problems or issues while carrying out your task, please call your supervisor/ALONE contact immediately. Remember to never volunteer while you are feeling unwell and to follow HSE guidelines at all times.