

SIGNS EMERGENCY RESPONSE TO COVID19.

SIGNS: Call-handler Protocol:

USERS:

1. Name and address & phone number,
2. Location of safe 'remote' handover place,
3. Write their name and amount of money being left on outside of envelope. Inside the envelope put your money and shopping list (ensure clear block printing and indicate the quantity and size where appropriate), then place the envelope in a carrier bag (otherwise a bag will be bought using your money). Ask for essential items only.

VOLUNTEERS:

1. Give name of user, address and location of safe place,
2. Give them a copy of the Risk Assessment for their safety,
3. Do the best with items on the list & make sensible substitutes,
4. Take a photo of the receipt and put receipt and change in the envelope write the amount of change on the envelope and then take another photo of the envelope as a record (send to call handler),
5. Deliver to door, knock and step away,
6. Inform call handler when completed.

CALL-HANDLER:

Will keep a record of each transaction to ensure volunteers and users remain safe.