



Volunteer guidance for food and medication deliveries for Covid-19

Information correct as of 21 April 2020

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This guidance document is temporary guidance and will be updated as processes change and new guidance is published from the UK government. Please check with your local response centre lead that you have the most up to date guidance.

Always follow the latest government advice.

This document should read in conjunction with the CVS COVID-19 volunteer guidance as well as any publications specific to the local response centre that you are supporting.

Note for volunteer coordinators – as part of your role, ensure that volunteers are able to follow the guidance set out below. Please discuss any requirements with your local response centre lead.

Introduction

We want to thank all volunteers for signing up as part of the community cell response. The community cell and its associated community helpline, and community hubs has been set up to support the most vulnerable members of our community, who do not have friends or family to support them at this time. These are also sometimes described as local hubs or town hubs.

Volunteering will be crucial in the response to coronavirus. However, volunteering that requires going out of the house is now only permitted in certain circumstances. If you are well and are not at risk from coronavirus you can undertake essential activities including:

- delivering food;
- helping people with their medical needs, such as picking up prescriptions.

Information about COVID-19

Coronavirus (COVID-19) is a new respiratory illness that has not previously been seen; it's a virus that can be spread easily just like colds and flu.

The symptoms of COVID-19 are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature);
- a new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).

Most people infected with coronavirus will experience mild to moderate symptoms and will recover without requiring special treatment.

Everyone has been asked to stay at home and away from others (this is called **social distancing**). Certain people (such as those with underlying

health conditions, pregnant women, those with weakened immune systems, and people who are 70 years and over) need to follow the social distancing measures more stringently. The guidance on social distancing is available here: www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others

Extremely vulnerable groups are currently shielding. Guidance and further information on who needs to adopt shielding measures is available here: www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

Shielding is a practice used to protect extremely vulnerable people from coming into contact with coronavirus. People who are shielding are strongly advised to stay at home at all times and avoid any face-to-face contact for a period of at least 12 weeks from the day they receive a NHS letter. Please note that this period of time could change. Shielding measures for those who are extremely vulnerable include:

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
- Do not leave your house.
- Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
- Do not go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact.
- Keep in touch using remote technology such as phone, internet, and social media.
- Do use telephone or online services to contact your GP or other essential services.

Households with individuals who have symptoms of COVID-19 are **self-isolating**. The guidance for self-isolation is available here: www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection
This includes the following advice for people who are self-isolating:

- Ask friends or family to drop off anything you need or order supplies online, but make sure these are left outside your home for you to collect, **and**
- do not invite or allow social visitors, such as other friends and family, to enter your home. If you want to speak to someone who is not a member of your household, use the phone or social media.

Who can help and how to do this safely

You can only provide support to people in the community if you fulfil ALL of the conditions below:

- You are well and have no symptoms like a cough or high temperature and nobody in your household has symptoms of COVID-19.
- You are under 70.
- You are not pregnant.
- You do not have any long-term health conditions that make you vulnerable to coronavirus. For information about who is at higher risk of COVID-19, please see the NHS website: www.nhs.uk/conditions/coronavirus-covid-19/advice-for-people-at-high-risk

The UK Government has issued guidance for how to help safely which is available on the following webpage: www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely

Information is also available on the Chartered Institute of Environmental Health Website concerning:

- safe shopping¹;
- safe delivery of food².

Volunteers should never enter other people's households and maintain a distance of two metres from others at all times.

Furthermore, volunteers should not provide any form of direct, personal care (such as help with washing and dressing). Personal care of this sort should only be provided by professionals, or specialist volunteers with the appropriate skills, training and checks. These volunteers will be specifically advised on the use of personal protective equipment (PPE) as per the PHE guidance for community care settings.

To ensure we keep our community safe, you should always report any concerns to whoever is managing or coordinating the response. Further information on what to do if you are worried about an adult or a child is provided below.

What to do if you are worried about an adult?

Adult social care: If you are concerned that someone is at risk or appears to have care and support needs that are not being met, for example they are struggling to keep themselves clean or prepare food, please contact Isle of Wight Council adult services' referrals and advice on (01983) 841980 – if out of hours please call 01983 821105 and they will contact the duty ASC officer.

If you think that they need help with needs other than why the volunteer is calling such as shopping or befriending and they can make contact with the helpline themselves please suggest they contact the Isle of

1 www.cieh.org/media/4080/covid-19-safe-shopping-guidelines.pdf

2 www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf

Wight coronavirus helpline on 01983 823600 between 9am and 5pm, seven days a week.

Adult safeguarding: If you are concerned that someone is at risk of neglect or abuse, please contact Isle of Wight Council adult services on 01983 814980, or out of hours if your concern cannot wait until the next working day: 01983 821105 for further information and guidance please visit www.iowsab.org.uk

What to do if you are worried about a child?

We all have a responsibility to keep children and young people safe from harm. If you believe a child or young person is at immediate risk of serious harm or injury, or you believe a criminal offence has been committed, call the police on 999. If you believe a child or young person is at risk of significant harm, neglect or injury, report your concerns to 0300 300 0117 at any time, day or night or for further information and guidance please visit: www.iowscp.org.uk Professionals should complete the online interagency referral form³. For urgent child protection enquiries, professionals can phone: 0300 300 0901.

If anyone is in immediate danger, please contact 999.

Volunteer coordinators

A national effort is required to tackle the spread of Coronavirus (COVID-19), and we understand that people want to help others who are already ill or at particular risk. We wholeheartedly welcome such efforts and want to assist volunteers and the people receiving support in ensuring that help is provided safely. We require all volunteers to have a

3 forms.hants.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-7e6115a7-b0ba-484d-991f-084c1248ac72/AF-Stage-52cf8e73-0daf-47d4-bb55-0fdad856d3e6/definition.json&redirectlink=/en&cancelRedirectLink=/en

disclosure and barring service check (DBS) or be in the process of having one approved.

Where people require support, the first option should always be to rely on friends, family, or neighbours who already know one another. If this is not possible, there are some very simple steps that can be taken to make arrangements with community volunteers as safe as possible. Particular care must be taken where children or vulnerable adults, such as those with dementia or other medical needs, are helped.

This safeguarding factsheet⁴ is designed to address specific concerns that people involved in supporting their community may have at this time.

Volunteer ID

Your organisation should supply you with a headed letter confirming that you are a volunteer for your COVID-19 local response centre. You will also need to carry a copy of the Isle of Wight Council key worker letter if the police ask you to explain why you're traveling. You are also asked to have a photo ID. Please carry these with you at all times.

Public health advice

COVID-19 is a respiratory illness. To reduce the risk of transmission of COVID-19 you should follow national public health advice as summarised below. Volunteer coordinators should also adopt these measures and support volunteers in their implementation.

The following is public health advice **only**. Additional advice and information provided by health and safety and environmental health colleagues would need to be followed in addition to this in order to

⁴ www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak

comply with regulations governing this activity and reduce the risks of cross-contamination wherever food is being handled/transported.

Volunteer coordinators managing local response centres should ensure that:

- employees are given regular breaks to allow them to wash their hands for 20 seconds and provided with hand sanitiser containing at least 60 per cent alcohol where handwashing is not possible;
- spaces where people are delivering volunteer activities are optimised to allow social distancing to occur;
- signs are visible in the workplace reminding employees not to attend work if they have a fever or cough and to avoid touching their eyes, nose and mouth with unwashed hands. COVID-19 resources are available by following this link: campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus-/resources. Some suggested posters are linked below;
- coronavirusresources.phe.gov.uk/nhs-resources-facilities/resources/isolate-your-household-nhs-resources
- coronavirusresources.phe.gov.uk/hand-hygiene/resources/posters-stay-home-save-lives-
- coronavirusresources.phe.gov.uk/hand-hygiene/resources/social-media-resources

Stay at home

If you become unwell⁵ with a new, continuous cough or a high temperature stay at home for seven days and follow the NHS self-isolation guidance⁶. Do not leave the house to continue with your voluntary role.

Visit NHS 111 online, or call 111 if you don't have internet access, if you require support to manage your symptoms, or in an emergency call 999.

5 www.gov.uk/government/publications/covid-19-stay-at-home-guidance

6 www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice

If anyone in your household has these symptoms, you must stay at home for 14 days.

If you live with someone who is being shielded⁷, we recommend you undertake voluntary roles such as making welfare calls rather than roles that require leaving the house. If you still choose to volunteer, you should only do so if you are able to rigorously adopt social distancing measures at all times. Information on how to do this is available online: www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults

Social distancing

- Stay two metres, that's six feet or about three paces, away from anyone you do not live with at all times and in all environments, and do not share car journeys.
- Breaks should be staggered so that you can remain 2 metres apart when resting.
- Do not go inside the homes of anyone you do not live with, even if asked to by people you are delivering to. If they require assistance inside their home tell them to call the helpline 01983 823600 between 9am and 5pm, seven days a week, or if you have concerns contact the adults or children's social care lines given previously.

Handwashing

The COVID-19 virus is covered in a layer of fat, which is easily dissolved by soap and detergent, destroying the virus. Handwashing is one of the

⁷ www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

most effective ways to reduce the spread of this virus, that we can all carry out.

- Hands should be washed regularly with soap and water for 20 seconds, and always in the following situations:
 - When you arrive at and before you leave a venue (eg, home, supermarket) including your place of volunteering.
 - On entering any area where food is being handled.
 - Before and after handling any food.
 - In between tasks.
 - Before and after handling and opening packaging, money, receipts and cleaning supplies.
 - Between deliveries to houses.
 - After touching anything that residents, other volunteers, or delivery drivers may have contaminated, such as door bells, hand rails and door handles.
 - After cleaning.
 - Always after using the toilet or going into the toilet areas.
 - After touching your face, sneezing, coughing and blowing your nose.
 - After smoking.
 - Any time hands are contaminated or visibly dirty.
 - After touching rubbish.
- Use hand sanitiser with at least 60 per cent alcohol only if soap and water are not available.
- Volunteer coordinators need to ensure that volunteers are handwashing regularly by providing them with adequate breaks for them to do so. They should also ensure that volunteers have access to the necessary facilities for hand washing with soap and water (including paper towels for drying), or hand sanitiser, where necessary.

Tissue etiquette

- Carry disposable tissues with you at all times in case of sneezing or coughing.
- Cover your mouth and nose with a tissue or use the crook of your arm (elbow), not hands, when coughing or sneezing.
- Put used tissues in the bin immediately and wash your hands afterwards.
- Avoid touching eyes, nose and mouth, particularly with unwashed hands.

Personal protective equipment (PPE)

Personal protective equipment is not required for most volunteering roles, such as delivering medication or food. Guidance on self-isolation, social distancing (maintaining a two metre distance from others at all times), tissue etiquette and handwashing/hand hygiene must be strictly followed. If your volunteering role requires you to provide personal care or come into close personal contact with people outside your household (ie, within two metres), you will be advised if you need PPE and how to use it.

Cleaning surfaces

- Clean all surfaces before and after activities including high touch areas such as door handles, telephones, desks and computer keyboards.
- Drivers delivering packages should clean the common touch points in their car (steering wheel, gear stick, radio, door and boot handles, window and seat belt mechanisms, for example) before they start deliveries and when they finish. Drivers should wash their hands with soap and water after cleaning their car.

- Guidance for situations when a suspected or confirmed case of COVID-19 has been in a non-healthcare setting, eg, in a food packing room, is also available and needs to be followed where necessary: www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings

Medication collection and delivery

The importance of picking up and delivering prescriptions for elderly and vulnerable people during COVID-19 is recognised, but so are the risks. Prescriptions should only be taken as prescribed, by the person for which they have been prescribed.

It could be dangerous if they are delivered to the wrong person, or dangerous if people do not receive the prescriptions and medication that they need. Ordering more medication than an individual needs (stockpiling) is also dangerous for the supply chain and can have negative consequences for others. It is a high- risk service, but equally recognised that COVID-19 poses exceptional challenges in difficult times and a pragmatic workable solution needs to be found to support isolated and vulnerable people at home.

Guidance for accepting requests for medication and arranging the deliveries

The process is as follows:

- Where possible medication should be collected by patients or a family member/friend. If this is not possible, and their community pharmacy is unable to deliver, only then consider collection/prescription through this procedure.

- Individual contacts Island-wide telephone helpline 01983 823600 between 9am and 5pm, seven days a week or local hub number.
- Check that there is no close family member or friend that could collect and deliver the prescription.
- Individual requests prescription delivery, due to having no other support systems available.
- Individual has confirmed to call handler they have checked with the pharmacy that their prescription is ready and they are able to take the prescription from their door.
- The referral is sent to the individual's local community hub where a volunteer will be allocated the referral, or to the Isle of Wight central responder centre for more complex arrangements such as from the hospital or from a town fairly distant to the resident's address.
- The hub ensures they have the following information:
 - Name and address of pharmacy.
 - Name and address of individual.
 - Whether they are exempt from paying for prescriptions and the reason why (see appendix 1).
 - If the individual does pay for prescriptions, they will need to pay the pharmacy via debit or credit card over the phone, prior to the prescription being released.
 - Confirmation the prescription has been ordered and paid for as above.
 - Whether the prescription is urgent i.e. will run out in next day or two, or non-urgent.
 - Delivery requirements e.g. does the person need them to knock loudly, wait a while for them to get to the door, access requirements for communal entrances.
 - Remind the individual if they have not received their medication in the timeframe expected, they should contact you again. (This is to ensure that prescriptions are delivered correctly).

- The coordinator arranges collection and delivery by a volunteer.
- The hub holds a case file of referrals. Once the volunteer has completed the task, this should be notified to the hub pharmacy volunteer coordinator and marked as complete. The job can then close. The referral may need to stay open if the prescription is an on-going delivery.
- The hub volunteers collate all the prescription requests throughout the day and send each pharmacy a list of the patient's prescriptions which are required in the way that pharmacy prefers.
- The volunteer/hub will inform the pharmacy what they are intending to collect that day. They will need to provide name and address and number of items for each person.
- The volunteers should plan their routes and can use an app such as Curcuit to help.
- If there are several prescriptions to be collected a volunteer may collect them in bulk.
- The pharmacy will make it easier for the hub volunteers to collect by making it known to them an easier way to collect. This may be from a back door or during a closure period or allowing them to join a second queue. This will be different for each pharmacy and will be shared to all hubs.
- Volunteers be required to show proof of being a pharmacy volunteers and their ID if asked to do so when collecting the prescriptions.
- Most pharmacies will close their doors to the public for a couple of hours during the day, normally over lunchtime hours to ensure they can prepare prescriptions in a safe and timely manner and these times will be made available to volunteer coordinators to be aware of. Some pharmacies may need to close for a day or a few days during the pandemic period due to insufficient staff.

- The arrangements for the pharmacies, including opening times will be published centrally, updated regularly and made available for volunteer coordinators to see.
- Controlled drugs will be delivered by employed drivers, responders and only volunteers if there is no other option.

Preparing the volunteer

As well as giving the volunteer their tasks and the information they need to complete them, they should also be offered support before and after their work. This may involve information about making onward referrals, what to do if something goes wrong or they cannot complete their tasks and a debrief to protect their mental health and to improve processes. Support for volunteer coordinators is available from Community Action Isle of Wight, Age UK and members of the voluntary sector forum.

Please ensure all volunteers have:

- photo ID and letter from the hub and/or the council explaining role;
- a fully charged mobile phone (and car charger if possible) with contact numbers for coordinator and CRCC;
- hand sanitizer and or soap and a bottle of water and paper towels;
- wipes;
- small waste bags;
- information sheets on the processes they should follow for delivery;
- information sheets on adult safeguarding and child safeguarding processes;
- information sheets on adult social care needs referrals;
- information sheets on mental health support and referrals.

Guidance for collecting the medication

- It is important that the correct medicine is delivered to the correct patient.
- Where possible pick up prescriptions from pharmacies in batches.
- Upon arriving at the pharmacy provide your ID.
- The pharmacy will provide sealed packets for each of patient. Please ensure they are sealed and labelled.
- Check name and address details on the collected prescriptions to ensure that they match the details of the intended recipients on your list.
- Store the packets securely in the vehicle, preferably out of sight in the boot or rear of the vehicle. Do not leave medication in view.
- To avoid the potential for confusion, you are advised to complete all deliveries from a single pharmacy before picking up further prescriptions for delivery from another pharmacy.
- Prioritise any deliveries that may contain an item requiring cold storage. If delivery cannot be fulfilled for such an item, ensure that it is returned promptly to the pharmacy and update service organiser.
- If queuing, lead by example and keep a two metre distance from others.
- Volunteers should always carry the identification as required by pharmacy, hub and police.

Guidance for delivering medication to the patient's address

- Volunteers must make sure they have the contact details of the pharmacy they are delivering for.

- When delivering the medication, please follow the procedure as requested by the recipient, eg, knock loudly, wait patiently.
- The step back from the door and stand at least two metres away.
- Wait for the recipient to answer the door.
- Remember to wait for someone who has low mobility to get to the door or if they are hard of hearing they may not hear the first knock.
- You can also ring the contact number the individual gave when requesting the collection – they may be being ultra-cautious and not answering the door as they may not know who it is, but they will probably answer the phone.
- Verify that is the correct address by knocking without asking for the recipient by name and stating “pharmacy delivery, can you confirm your name/name of the person expecting delivery?”
- Ask the recipient to close the door.
- Place medication on the door step and return to stand at least two metres away.
- If the person does not come to the door, always try to phone them, if they still do not come to the door attempt to contact a neighbour who may know their whereabouts but do not leave the medication with them. If after all attempts to contact them the delivery is not successful, the prescription must be returned to the pharmacy. You must not keep the prescription to reattempt delivery at a later date. Ensure that any undelivered prescriptions are returned to the pharmacy in good time before pharmacy closure.
- Where a delivery is not successful the lack of contact with the person requesting the medication must be alerted to the hub. The hub must then follow the adult safeguarding procedures.

- Undelivered prescriptions must not be held overnight in volunteers' personal homes, in an office or within the vehicle.
- Under no circumstances may prescriptions be posted through the letter box, as it becomes irretrievable if a mistaken address is then realised, and maybe harmful to any pets, children or vulnerable people within the household.
- Volunteers should report back to their volunteer coordinator at the hub at the end of the delivery round with the outcomes of the delivery.
- The coordinator can then make sample calls to contact recipient to ensure that prescription has been received, and if necessary, make arrangements for collection and delivery of any items owing, before closing the referral.

Guidance for all with regard prescription medication

It is very important that anybody collecting, delivering or contacting the recipient about the prescription:

- **does not** offer any advice or instructions on the use of the medicine (including over the counter medicines) – the recipient should be encouraged to contact the pharmacy if they have any queries;
- only delivers over the counter medicines which are within the maximum amount able to be purchased by any one person – eg, box of 32 paracetamol. Excess orders should not be obtained/delivered;
- **does not** take any financial payment for delivery of the prescription/medication. Any payment required must be directly from the recipient to pharmacy via telephone card payment.

If at any time volunteers or coordinators are unsure of what to do with a medicine's delivery, call the pharmacy for assistance and guidance.

Confidentiality

Volunteers and hub workers must:

- respect all confidentiality and personal information seen as part of their volunteer role;
- ensure that any information seen or heard is not discussed with or disclosed to anyone else, with the exception of any safeguarding concerns which must be reported as per the procedure;
- report any concerns as soon as possible to the volunteer co-ordinator, hub lead or follow safeguarding procedures.

Queue management

Some pharmacies would appreciate volunteers to 'marshal' the queues. These volunteers should be happy to talk to the public and help them understand the importance of social distancing and help keep them calm if they are waiting a while outside.

Public health advice

(This section must be read in conjunction with the Public health advice section on page 8)

The following guidance is for ensuring you lower the risk of the spread of infection, to protect yourselves and others:

- Do not enter houses.
- Wash hands with soap and water for 20 seconds, or use hand sanitiser, before collecting the prescription and after delivery.
- Volunteers must be well and have no symptoms like a cough or high temperature (and nobody in their household should have symptoms of Coronavirus) before collecting/dropping off prescriptions. If persons, or persons in their household, do have symptoms of coronavirus they

must follow self-isolation requirements.

- Follow social distancing at all times on the journey, and when collecting and delivering the items for self-isolating and shielded persons.
- Do not take unnecessary risks, and do not use public transport or share a car.

This guidance is based on the work which 'HIVE Portsmouth, working in partnership with NHS Portsmouth CCG and Portsmouth City Council' to support the collection of prescriptions during COVID 19.



Community Pharmacy
South Central

 Hampshire and Isle of Wight
Partnership of Clinical Commissioning Groups

Guidance for food packing and delivery

Partner agencies are working together to address the needs of elderly and vulnerable people who are self-isolating. The referral process is as follows:

- Individual contacts the Isle of Wight telephone help line.
- Individual requests help sourcing food and toiletries, due to having no other support systems available. Individual has confirmed they are able to take the food delivered to their door.
- Call handlers determine whether a shopping service or an emergency food package is required and a referral is either made to Age UK for shopping or to the food distribution centre for emergency package. Payment is received for the food package unless there is extreme hardship or not payment method can be used due to the person only ever using cash. After the emergency food delivery, a shopping service may also be required to the referrals may be made to both.
- Age UK will allocate the shopping task to a volunteer.
- The emergency food package will be delivered by an Isle of Wight Council employee.

- Food packages are prepared at Leisure Medina from food sourced from local suppliers and will be packed using the process established in guidance for food packaging and any other advice provided by the Isle of Wight Council environmental health team.
- The local community hub holds case files of referrals. Once the volunteer has completed the task, this should be notified to the response centre and marked as complete. The job can then close. The referral may need to stay open if the individual has requested an on-going delivery. If a person requests emergency food more than twice the reasons are investigated to establish a sustainable solution.

Some residents may contact their hub directly. If emergency food is required a referral is made to the emergency food distribution centre. If shopping is required this will be set up with a volunteer.

Note for volunteer and Local Community Hub co-ordinators: There is guidance from the Chartered Institute of Environmental Health (CIEH) and local environmental health and trading standards in relation to foods being packaged and delivered. Key safety points include being fit for work, washing hands and wearing aprons or other clean clothing as appropriate. The UK Government has also published guidance for food businesses⁸ which may contain some useful information for voluntary activities of this nature.

To supplement this, The World Health Organization (WHO) advises that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices. Cleaning should be

⁸ www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19

in line with food hygiene practice. No additional precautions need to be taken.' It is recommended that advice and guidance is sought from environmental health teams to ensure practices are safely conducted e.g. cleaning, cold food storage.

If you would like to provide information to those receiving a food parcel you could use the following text (taken from www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19):

"It is very unlikely that you can catch coronavirus from food. COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging. As such, risk from packaging remains low.

You are reminded to maintain good hand hygiene at all times, including:

- after handling deliveries/parcels;
- before and after preparing food;
- before eating food."

Process for delivering food parcels:

- You will be issued a delivery schedule – this will contain the name, address and contact phone number for the recipient of the food parcel.
- Work out the most efficient route.
- Before leaving the local community hub call each person on your delivery schedule to advise that they will be receiving a delivery with approximate time.
- On arrival park as close to the property as possible but safely.
- Ensure you lift any items safely.

- Ring doorbell or knock following the process requested by the individual (knock loudly, wait patiently due to low mobility).
- Leave the items on the doorstep or on the put up table and step back at least two metres.
- When they answer confirm that is their delivery as arranged- some parcels will be designed for the recipient to ensure their dietary or nutritional needs are catered for. It is important they receive the correct parcel.
- Advise person to collect and take inside.
- Use hand sanitiser before getting back in the vehicle.
- Record that the delivery has been made.
- In the event that there is no response after ringing the bell again and knocking loudly (some people will have hearing issues and may be in their gardens), ring the phone number they provided. Attempt to contact neighbours to find out if the person has been seen that day. Also look through the window if you feel comfortable doing so. If there is still no reply leave a note to say a delivery was attempted. If possible, call back when other deliveries in the vicinity have been made. If there's still no answer the second time, please contact the Isle of Wight Council helpline team for them to consider adult safeguarding processes.

Public health advice

(This section must be read in conjunction with the Public health advice section on page 8)

The following guidance is for ensuring you lower the risk of the spread of infection, to protect yourselves and others.

- Do not enter houses.

- Wash hands with soap and water for 20 seconds, or use hand sanitiser, before and after delivery.
- Volunteers must be well and have no symptoms like a cough or high temperature (and nobody in their household should have symptoms of coronavirus) before collecting/dropping off food parcels/shopping. If persons, or persons in their household, do have symptoms of coronavirus they must follow self-isolation requirements.
- Follow social distancing at all times on the journey, and when collecting and delivering the items for self-isolating and shielded persons.
- Do not take unnecessary risks, and do not use public transport or share a car.

Signature of understanding

Volunteer/team member is requested to sign this document to indicate that the guidance has been read and understood:

Thank you for your help and understanding. It is much appreciated and we very much value your support.

Appendix 1

Current prescription charge exemption category	Who is exempt?
A. is 60 years of age or over or is under 16 years of age	<p>Any patient who is 60 years of age or over.</p> <p>Any patient who is 16 years of age or under.</p>
B. is 16, 17 or 18 and in full time education	<p>Must be aged 16, 17 or 18 and in full-time education from an establishment such as a school, college or university or similar.</p> <p>Please note: Apprenticeships are not eligible. (However, patients may qualify for a HC2 certificate under the NHS Low Income Scheme)</p> <p>www.nhsbsa.nhs.uk/hwhc-nhs-low-income-scheme</p>
D. Maternity exemption certificate	<p>Expectant mothers and those who have given birth to a child (including a still-born child) in the last 12 months.</p>
E. Medical exemption certificate	<p>Patients with certain medical conditions or physical disability as listed in Part XVI of the drug tariff.</p> <p>www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff</p>

Current prescription charge exemption category	Who is exempt?
F. Prescription prepayment certificate (PPC)	<p>Patients in possession of a valid PPC at the point of dispensing.</p> <p>Please note: A PPC is valid for either three or 12 months, depending on the type of PPC purchased.</p>
G. Prescription exemption certificate issued by Ministry of Defence	<p>Patients holding a war pension exemption certificate and the prescription is for their accepted disablement.</p>
L. HC2 (full help) certificate	<p>Anyone qualifying for full help with health costs through the NHS low income scheme.</p> <p>www.nhsbsa.nhs.uk/hwhc-nhs-low-income-scheme</p>
H. Income support (IS) or Income-related employment and support allowance (ESA)	<p>Patients in receipt of IS or those included in (this could be the partner of or any dependent young people under 20) an award for IS.</p> <p>Patients in receipt of income-based ESA or those included in an award for ESA – this could be the partner of or any dependent young people under 20.</p>

Current prescription charge exemption category	Who is exempt?
K. Income-based jobseeker's allowance (JSA)	Patients in receipt of income-based JSA or those included in an award for JSA – this could be the partner of or any dependent young people under 20.
M. Tax credit exemption certificate	<p>Patients (including any partner and/or young person(s) included in the claim) receiving tax credits, who have been sent 'NHS tax credit exemption certificate' by prescription services.</p> <p>Please note: To be entitled to a tax credit exemption certificate, the patient and their partner (if applicable) must: have a combined annual income for tax credit assessment purposes of £15,276 or less, and be in receipt of child tax credit and/or receive a disability element of working tax credit.</p> <p>Receiving working tax credit alone (no disability element included) does not entitle patients to help with health costs, regardless of their annual income.</p>
S. Pension credit guarantee credit (including partners)	Patients or their partners in receipt of PCGC.

**Current prescription
charge exemption
category**

Who is exempt?

**U. Universal
credit and meets the
criteria**

Patients in receipt of UC.

Please note: UC does not automatically entitle patients to help with their health costs. To qualify, patients must be included in a UC award and their earnings during their most recent assessment period must be:

- £435 or less
- £935 or less

if their UC includes an element for either a child or limited capability for work. 'most recent assessment period' means the assessment period that ended immediately before the date a patient claims a free NHS prescription. It runs for a calendar month.