



SHOPPING GUIDELINES

We are so glad you are part of our team helping to support the community at this time. We know that the demands placed on volunteers can be challenging and want to ensure that all our volunteers are empowered to say no, or signpost people to other ways of shopping where appropriate, whilst ensuring we do provide support to all those who need it.

As volunteers, it is important you keep yourself safe and only agree to providing help that you are comfortable with. If you are not comfortable with something that you are being asked to do, for any reason, please contact your Coordinator or the Core Team directly on henleyc19aid@gmail.com and we will help you to find a solution (which may include reallocating that specific task to a different volunteer). Below are a few of our guidelines and suggestions for safely shopping for our community.

- We are not here to pass judgement on how 'essential' people's shopping requirements are and it is fantastic to buy the things that make people's lives brighter. However, we encourage you to heed the guidance to minimise time out of the house and not to feel pressured to make trips to multiple shops in order to purchase specific items.
- If you are unclear on why a person you are helping needs support and this is making you uncomfortable, you may wish to consider asking whether they are Shielding (either clinically or because they are in a high risk group) or self-isolating due to symptoms. If you do not feel comfortable asking or are not satisfied with the answer, the Core Team (henleyc19@gmail.com) will have the relevant information if the request came centrally, or can speak to the person directly if not. As always, do not feel pressured to do something you are not comfortable with. We have a huge network of volunteers and as long as you pass on any request you are not happy with to your Coordinator or the Core Team, we will ensure that nobody in need of help is left without.
- If you are shopping for multiple people each week and finding you have to therefore go out more than recommended, speak to your Coordinator or the Henley Mutual Aid Core Team (henleyc19@gmail.com) who can help to allocate some of your people to other volunteers. Equally, explore with those people whether there are other options for helping them:

- Can they get an online shop? You or another volunteer can help them get this organised by talking them through the process or perhaps finding out if they have a family member who may be able to set this up for them.
- Can they use click and collect? You could then fetch their shopping from the safety of your car.
- Can they use local suppliers who are offering delivery? Many of these suppliers are offering payment over the phone. This document lists [different local suppliers](#) (correct at 3 May 2020)
- To minimise the need to go back to the shop because of missing items, agree some substitutions in advance. Make sure you ask about any allergies if you are agreeing to substitutions.

The important thing to remember is that we are here to help. If you are not comfortable, are supporting too many people or need our help managing the expectations of the person you are supporting please get in touch at henleyc19@gmail.com