

Shopping Guidance for Age Connects Volunteers

Below is Age Connects Current Guidance on how to shop for clients – if you have any questions about the procedures below please discuss them with your volunteer manager.

Shopping Service

- This is a chargeable service, and the client will have been informed of the cost of the shopping service when requesting it.
- We will arrange your 1st visit with the client (and most likely be there to introduce you but this might not apply in all cases)
- On your 1st visit be prepared to introduce yourself – take along your id badge or a letter from Age Connects explaining who you are.
- Agree on your 1st visit when and how often you will be shopping - we expect you to only shop for your client a maximum of once a week.
- We suggest keeping to the same time each week, but it can be flexible.
- **Under no Circumstances take card, bank details, PIN number or passwords – if you are asked to do by your client this please inform your manager immediately.**
- We suggest not giving out your personal phone number, address, social media account details otherwise you might receive calls at all times of the day or night.

Covid

- Follow the latest Government Covid Guidelines
- Maintain 2 metres distance between you and anyone you meet.
- Remember to wash hands before & after deliveries. Keep a bottle of sanitiser to hand.
- We recommend that you still - leave food / goods outside the doorstep until restrictions have reduced sufficiently.
- After this point, you will be allowed to enter client's homes to help them put away their shopping if the client or anyone else in the household has no symptoms.

Shopping Process – Cash

- Take shopping list (and cash) from the client, ask about substitutions if some of the products listed are not available.
- Write in the Age Connects receipt book the amount given (please request a book if you don't already have one)
- Do the shopping – please make note of any missing items.
- Check the safety of the products delivered. Packaging is sealed and are frozen items still frozen?
- Pay for the shopping with the cash given and obtain a till receipt.

- Complete the Age Connects receipt book with the amount spent and the change given.
- Put change & shop receipt and Age Connects receipt in an Age Connects Donations envelope (these will be provided) and hand these to your client alongside their shopping.
- Assuming the client needs regular shopping please stay in touch with the client on a weekly/fortnightly/monthly basis and shop when they need it.
- £5 fee – if the client wishes to pay the £5 fee by cash please collect it - the money can be passed to the charity by one of the following means.
 - Bank transfer – details can be found on our website at www.ageconnectscardiff.org.uk/donate
 - Cash – can be dropped or posted to our office - please contact your volunteer manager for the correct address.
- Alternatively we can arrange to ring the client on a monthly basis and take the payment over the phone.
- This fee is vital to the charities continued work and to ensure the service can continue.

Shopping if client has no cash - Card payment.

- In exceptional circumstances where a client is unable to obtain cash, then a volunteer may be asked to purchase shopping on behalf of a client and be reimbursed by the charity. Your manager will discuss this in further detail.
- Take shopping list from the client, ask about substitutions if some of the products listed are not available.
- Do the shopping – making note of any missing items.
- Please pay for the shopping on your own credit / bank card.
- Take a photo of the shopping receipt amount **(amount and date needs to be clearly shown)** - we will need you to send (email / Text) this back to your manager with the name of the client you have shopped for.
- We will use this receipt to reimburse the money you have spent.
 - Reimbursing you can take up to 10 days due to bank processing time – if this will cause you an issue please get in touch.
 - Please make sure we have your correct bank details to reimburse you.
- Assuming the client needs regular shopping please stay in touch with the client on a weekly/fortnightly/monthly basis and provide food shopping when they need it.

Expenses

- ***If you can afford not to claim expenses & volunteer that would help support the charity financially & be very much appreciated.***
- Alternatively, the current expense rates for shopping are 25p per mile up to a maximum of £2 or a bus ticket.
- To claim expenses please complete our expenses form and send it in at the end of each month.