

COVID-19 GOOD NEIGHBOURS VOLUNTEERING GUIDANCE

Updated 19 May 2020



GENERAL

Please keep yourself safe - you are priceless! Always follow social distancing guidance and practice regular hand-washing.

Keep in touch - we're only a phone call away. We welcome your suggestions for improving the scheme and would love to hear your stories and feedback from beneficiaries.

Thank you - you are making such a difference!

SHOPPING GUIDANCE

Payment

In most cases beneficiaries will pre-pay for their shopping over the phone to North Tyneside Council so that you can collect the cash from one of our VODA team. Where this is not possible beneficiaries will provide the cash directly to you.

Shopping

If you cannot get some items on the list do not worry, substitute where you can. If you cannot substitute and it appears to be an essential item please let someone at VODA know, we may be able to help source this item, but we don't expect you to run around all the supermarkets trying to get said item. Please take a picture of any change and the receipts, and share a copy of these via email back to us.

Delivery

Take the shopping to the person's address, leave shopping, receipts and/or any change on doorstep, knock and step back. Please do not go into people's houses or within two metres of the person.

If someone is unable to get their shopping into the house independently; please speak with VODA, we will handle these on a case by case basis.

We will try to let you know if the person resides in a communal building. When you arrive at the main entrance you can call the beneficiary and request that they meet you outside of the building for their delivery. Sometimes beneficiaries may be unable to take their own shopping in from the main entrance, if you are happy to drop their shopping at their front door by entering the building, then this is up to your discretion. If you do not feel comfortable going into a communal building, then don't. **Give us a call and we'll sort it out.**

CLICK AND COLLECT

Collection

You will need to provide the name of the beneficiary along with their order number.

Please note: shopping bags may not be provided - please take some along if you have any spare or alternatively if you need to pay for bags please let us know so we can reimburse you.

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Continued...

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CLICK AND COLLECT CONTINUED

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PRESCRIPTIONS

Collection

You will be asked to provide the name and address of the beneficiary. We will let you know if someone's prescription includes controlled substances. In these situations volunteers may need to show ID at the point of collection.

Delivery

Take the prescription to the person's address, leave it on the doorstep, knock and step back. Please do not go into people's houses or within two metres of the person.

FOOD PARCELS

Collection

Food parcels should be collected from one of the VODA team at North Tyneside Council.

Delivery

Take the parcel to the person's address, leave it on the doorstep, knock and step back. Please do not go into people's houses or within two metres of the person.

If someone is unable to get their parcel into the house independently; please speak with VODA, we will handle these on a case by case basis.

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