

## **Guidance for Assisters**

**The Assister will need to ensure they take the following steps to minimise the risks of harm to the vulnerable person.**

### **When visiting the home**

- Do not enter the person's house at any point.
- When arriving, announce yourself, they should be expecting a prearranged named Assister.
- Keep a safe distance (2 metres) whilst waiting to ensure the goods are taken into the home. Do not leave any goods unattended until they have been taken in.
- Don't engage in long discussions at the door unless you are maintaining a safe distance of 2 metres.

### **Hygiene**

- NB: Use hand sanitizer directly after delivery concluded or/and hot soapy water at the first opportunity.
- Do not touch your face before hands have been cleaned.
- Have tissues on you in case you sneeze or cough.
- If you have them, consider wearing disposable gloves.
- If taking a dog for a walk, make sure that you take your own lead, so that you are not passing virus with the lead.

### **Money/payment (if applicable)**

- If possible, the service will be paid for direct to the supplier (e.g. payment over telephone/click & collect).
- Where not possible, the vulnerable person should not expect to pay money upfront until the shopping is delivered, but will be expecting to settle up with the Assister on delivery in a pre-agreed way (bank transfer, cheque, cash).
- Never take the card PIN number. If no other payment option is available a contactless card could be taken to be used for a single contactless transaction of £30 or less. This should be pre-agreed already with the call handler
- Take a ziplock/plastic bag so you don't need to handle cash/cards etc.

### **Other**

- No personal information (name address etc) of the person receiving the service should be passed on to any other third party, or posted on the Facebook group. You should not retain data of the person helped once the services have ended.
- After the service has been finished, please call the call handler to allow the case to be closed.