



# FOODCYCLE CORONAVIRUS RESPONSE

## CONTACTLESS DELIVERY GUIDANCE

### BEFORE VOLUNTEERING ASK YOURSELF

#### Do any of the following apply to you or someone in your household?

- **have a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **have a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **have loss or change to my sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

- I am aged over 70
- I am an adult with an underlying health condition
  - Respiratory diseases – such as asthma or chronic obstructive pulmonary disease
  - Heart disease – such as heart failure
  - Kidney disease
  - Liver disease – such as hepatitis
  - Neurological conditions – such as Parkinson's disease, motor neurone disease, multiple sclerosis, a learning disability, or cerebral palsy
  - Diabetes
  - Problems with your spleen – such as sickle cell disease, or your spleen has been removed
  - Weakened immune system – resulting from conditions such as HIV, or medicines such as steroid tablets or chemotherapy
  - Seriously overweight (body mass index of 40+)
  - Clinical conditions that put you at higher risk of severe illness<sup>1</sup>

- I am pregnant

**If Yes to any of the above, please do not volunteer and follow the guidance on NHS website**

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<sup>1</sup> These clinical conditions include: having received an organ transplant & on immunosuppression medication; have cancer and on active chemotherapy or radiotherapy; being treated for a cancer of the blood or bone marrow; have severe chest conditions such as cystic fibrosis or severe asthma; severe diseases of body systems, such as severe kidney disease needing dialysis

## REMEMBER DURING ALL VOLUNTEERING WITH FOODCYCLE TO

- **wash your hands more often** - with soap and water for at least 20 seconds, or use a hand sanitiser when you: get home or start volunteering; blow your nose, sneeze or cough; eat or handle food
- **avoid touching your eyes, nose, and mouth** with unwashed hands
- **avoid close contact** with people who have symptoms
- **cover your cough or sneeze with a tissue**, then throw the tissue in a bin and wash your hands
- **clean and disinfect** frequently touched objects and e.g. steering wheels and food crates
- **wash your hands fully** before and after each interaction, or use a hand sanitiser if this is not possible
- **if possible, wear face coverings in enclosed public spaces** where social distancing is not possible or where you are more likely to meet people you do not normally meet. For example, on public transport or in some shops. Face coverings can help us protect each other and reduce the spread of the disease if you are suffering from coronavirus, but not showing symptoms.

If you need more hand sanitiser or anti-bac wipes please get in touch with your  
Regional Manager

## CONTACTLESS DELIVERY PROCESS

### Collection of Food

1. Receive an email from the "Circuit for teams" app confirming that you have been added as a driver. Download the app on your smartphone and fill in the email and password from the email.
2. Receive a notification on the "Circuit for teams" app with your route for the day Ask yourself the above questions 'does this apply to me' before starting any shift. Do not attempt to volunteer if you answer YES to any of those questions.
3. Collect bagged food from venue. Ensure you stay 2 metres away from all volunteers in the building. Sanitise hands when entering the building. All food should be pre-bagged for you and made up to the number of deliveries on your route list. Use antibacterial wipes on handles of food crates before picking up.
4. Sanitise hands again when entering your vehicle.

### Food Delivery Drop

All guests will be told to expect their food delivery in a two-hour window. Guests will let FoodCycle know in advance if they or someone in their household is self-isolating or has an illness in advance of delivering.

When dropping off the food, proceed with the following:

1. Knock / buzz door and place the bag on the doorstep.
2. Immediately step back from the door at a minimum of 2 metres' distance and wait for door to be opened. **Drivers should not enter the guest's property in any circumstance.**
3. View person collecting the food **and check name you of the person you are delivering** and leave.
4. Once back in your car sanitise your hands again.

# Delivery Issues Guidance

## 1. What if no-one answers?

If you knock and place the food on the doorstep, and no-one comes to collect the food, go back to the door to pick up the left bag and proceed to your next delivery address.

## 2. What if it's a block of flats or there are special requirements to the delivery?

Guests should alert FoodCycle if there are any special requirements for delivery. If it is a block of flats buzz up to alert the person and use the same process, described above. If the person is unable to go down the stairs explain via the intercom that you will proceed to their door and drop on their doorstep. Instructing them that you will knock and walk 2 meters backwards – making it clear for them not to open their flat door and wait for you.

## 3. What if I get stopped by police for being out during lockdown?

Explain that you are a key worker delivering food to vulnerable people and show them your keyworker letter provided by FoodCycle.

## 4. What if I am offered a tip, payment for delivery or a donation?

Volunteers are not to accept any money from people we are delivering to. If a volunteer is found accepting money for delivery they will be asked to no longer volunteer with us. Always polite decline this offer and let people know if they wish to donate they can find out how via our website.

## What's provided to me for deliveries?

- ✓ Hand sanitiser
- ✓ Antibacterial wipes
- ✓ Training on using delivery routes
- ✓ Support from Regional Managers

## Safeguarding statement

Safeguarding is Everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.

