

## COLLECTION of PRE-PAID Groceries & Prescriptions

N°	GUIDANCE	More Info
1.	<p>When volunteering for Bradninch Together (BradTog), your safety and that of the people we are helping is the priority. Minimising risk is the key. Never do anything that you are not comfortable with, it is always better to withdraw and take advice. When we support our neighbours, it is up to you as a volunteer which locations you are comfortable visiting and what tasks you are willing to assist with.</p> <p><b>When we support our neighbours by helping with their shopping; keeping it local and prepaid is the sensible option.</b></p>	<p><b>Shopping at Bradninch SPAR is recommended</b></p>
2.	<p>The Bradninch <b>SPAR</b> has the facility to take payments for shopping over the phone by <b>CREDIT CARD</b> or <b>DEBIT CARD</b>. This facility enables the shopper to discuss with the staff what they can buy. BradTog's role is to collect and deliver.</p> <p>Other shops also have a pre-payment facility, it is up to you as a volunteer which locations you are comfortable visiting.</p> <p>Payment is usually not required when collecting prescriptions.</p>	
3.	<p>By using the Bradninch <b>SPAR</b> and the <b>Millway Doctors</b> surgery, volunteers are able to collect and deliver orders which have been placed directly by households.</p> <p>Importantly this;</p> <ul style="list-style-type: none"> <li>• Eliminates any interaction on our part with money or payments</li> <li>• Reduces vehicle use</li> <li>• Reduces travel costs</li> <li>• Reduces shopping time</li> <li>• Eliminates decisions about what to buy if items are out of stock</li> </ul>	
4.	<p>Placing an order with the SPAR is simple <b>customers ring 01392 881 212</b> and give their name and a contact number and the <b>colour of the BradTog Zone</b> they live in.</p> <p>They then read out their shopping list to one of the SPAR staff.</p>	
6.	<p>The order will be made up and put through the till giving a <b>payment total</b>. SPAR staff will then ring the customer back and advise them of the total and take payment. The order will be bagged ready for collection.</p> <p>SPAR will then ring the appropriate Zone Co-coordinator.</p>	<p>Perishable and frozen stored separately</p>
7.	<p><b>The payment total is unique to the order and can be used as a 'password' in conjunction with the customer's name.</b></p> <p><b>This is a security feature to prevent anyone else collecting the order.</b></p>	
8.	<p>When BradTog receives a request to collect and deliver a grocery order, we will need the person's name, address and <b>critically the password figure</b> (which is the value of the grocery order on the till receipt)</p>	

9.	<p>When dropping off shopping or prescriptions volunteers should adhere to the <b>Guidance 002 Person to Person Contact and Safety</b>. This included the important <b>'threshold policy'</b></p> <p>We advise calling before you go to a home. Do not enter and keep to our <b>'threshold policy'</b>.</p>	<p><b>Contact Guidance 002</b></p>
10.  SE	<p>If you don't see anyone when you make your delivery, phone later to ensure all is well.</p> <p>If you are unable to make contact and have concerns about the welfare of someone, refer to our <b>Guidance 005 No Answer at the Door</b>.</p>	<p><b>No Answer Guidance 005</b></p>

**All Guidance**

- **001 Welcome to Bradninch Together; Introduction & Induction**
- **002 Person to Person Contact & Safety**
- **003 Collection of PRE-PAID Shopping & Prescriptions**
- **004 CASH & CREDIT Card Shopping and Reimbursement**
- **005 No Answer at the Door**