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**Relief Shoppers**  
Bakersfield, CA  
(661) 279-0005

# Volunteer Expectations & Health Protocol

As a Relief Shopper, not only will you shop and deliver to those who need it, you will also be playing a crucial part in fighting the COVID-19 pandemic. This guide is meant to provide you a brief overview of the program as well as how to go about your deliveries.

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# Relief Shoppers

## Our mission

During the COVID-19 pandemic, groups such as older adults and the immunocompromised are being disproportionately impacted by the virus. As a result, universal hospitalization and mortality rates for these groups are higher compared to other groups. Although social distancing is the best preventative measure against the virus, leaving home to buy groceries and essentials is inevitable for many.

At Relief Shoppers, our mission is to lend a helping hand to the most vulnerable in our society during these trying times. Our volunteers consist of younger individuals who have been adhering to recommended protocol (proper hygiene and social distancing) throughout the duration of the pandemic. These volunteers understand that their immune systems may be more robust than those in vulnerable groups and are willing to use this to provide support to their community. **By doing the shopping for vulnerable individuals, our volunteers enable independent older adults and immunocompromised individuals to lessen their interactions with large gatherings, long lines, door handles, buttons—all potential platforms in which the virus can spread.**

In many cases, Relief Shoppers become a bridge connecting the vulnerable to the outside world. For this reason, it is of utmost importance that our volunteers practice proper hygiene when handling deliveries. Relief Shoppers are trained to utilize gloves, sanitizer wipes, and to follow protocol when shopping and handling different goods.

Although this is far from a foolproof system, it may benefit the most vulnerable in our community who are not able to rely on friends or family to lessen their burdens.

As one family, we all have a duty to protect our most vulnerable. This program aims to provide what it can—*even if it is simply some relief.*

## Expectations

### Essentials

In order to be able to be an efficient Relief Shopper, it is **essential** to have the following:

- **Personal Vehicle** and a valid **Driver's License** in order to fulfill grocery trips and deliveries
- **Phone Service** in order to stay in touch with your client
- **Phone Camera** in order to take pictures of receipts

### Situation

In order to be able to be an efficient Relief Shopper, one must also satisfy the following:

- Must not be ill or have a compromised immune system
- Does not live with or have contact with at-risk individuals
- Does not work in a clinical setting

### Qualities

In order to be able to be an efficient Relief Shopper, one must also have the following qualities:

- **Cleanliness, discipline, & ability to follow directions**
- Awareness of surroundings
- Knowledge of COVID-19 and how it spreads
- Experience in grocery shopping

## The Process

### Booking

- Based on your available 2-hour time slots, you will be notified whenever someone books you through the website.
- You will be sent your client's information, shopping list, preferred store, and money. Read through this material thoroughly. For any discrepancies, call your client!

### Shopping

- On the day chosen, be ready to complete your trip during the allotted time of 2 hours. Make sure to account for travelling to the store and to your client's residence.
- After paying, take a picture of the receipt for our records.

### Delivery

- Place the items bought on the client's front door.
- Step back at least ten feet from the door before giving the client a call to let them know their delivery has arrived.
- Hand the client the receipt.

### *This is only half of it...*

**The most important part of our delivery method is how we attempt to keep the whole process clean and virus-free. Please see page 4 for our Health Protocol.**

## Health Protocol

### Weapons against the Virus

A clean exchange is the most essential part of our system. Relief Shoppers will receive **hand sanitizer, sanitizing wipes, and face masks** to foster the cleanest exchange possible..

### About COVID-19

Relief Shoppers should be knowledgeable about the virus they are trying so hard to avoid. These are some facts that you should know:

- The virus is known to spread through respiratory droplets, mostly through coughing or sneezing. This is why it is very important to keep a distance of 6 feet from anybody.
- People most at risk for the virus are older adults or people with serious chronic medical conditions such as lung disease, heart disease, and diabetes.
- Symptoms include fever, cough, and shortness of breath. These may appear 2-14 days after exposure.
- Please visit this [CDC webpage](#) to know more about the virus.

### Good practices

Before we get to specifics, the following are healthy practices that everyone should follow in order to limit the spread of the novel coronavirus:

- Thoroughly wash (at least 20 seconds with soap and water) your hands whenever you leave or enter a new place, including your home. **Avoid touching your eyes, nose, and mouth with unwashed hands.**
- Avoid close contact with anybody. Stay preferably at least 6 feet away.
- Cover your coughs and sneezes but **not with your hands...** use your elbow!
- Use sanitizer frequently when soap and water are not available.
- Disinfect objects such as counters, **car door handles**, and anything that is frequently touched.
- Please visit this [CDC webpage](#) to read more about healthy practices.

## While shopping

Please be sure to adhere to the following while Relief Shopping:

- First, use your sanitizer wipes to wipe down the handle of the shopping cart.
- Try to stick to packaged items if possible.
- When handling open produce, place it in the baggie by picking it up with the inside of the baggie, and never touching the produce. Think of dog poop!
- Handle anything as little as possible.

## During delivery

Please be sure to adhere to the following while delivering:

- **Before delivering, sanitize hands.**
- **Wipe all packaged items and bags with a sanitizer wipe.** Be thorough with the handles and openings of bags and packaged items.