



# E.R.S.V. - Policies and Procedures

In order for our team to provide the safest service to people in need, please review our policies and procedures and implement them to the best of your ability. This is a collaborative document - if you have feedback, suggestions, or questions, let us know!

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## 1. What you need to know about COVID-19

**Prevention:** Wash your hands with soap and water, cover your mouth and nose when coughing or sneezing, and stay home when you're sick. If you don't have access to soap and water, alcohol based sanitizers with over 62% concentration will also be effective.

**Symptoms:** Reported signs and symptoms include: fever, coughing, and/or difficulty breathing. If you think you are experiencing symptoms of COVID-19 you can try this quick, online self-assessment tool: <https://covid19.thrive.health/>

**Experiencing symptoms:** If you think you have symptoms of COVID-19 (for example, dry cough or fever), please stay home, and self-isolate for 10 days. COVID-19 presents as a mild illness in the majority of patients; testing is not recommended for those who have mild respiratory symptoms. If respiratory symptoms worsen, please call 811 or your health care provider.

## 2. Screening Protocols and Safety Procedures while on a Delivery

### a. Daily Screening

Shoppers and Deliverers are to ensure they are not presenting any symptoms of Coronavirus Disease before beginning a delivery and that they do not pose a risk to others.

There are some measures you can take reduce the risk of infection and potential spreading. The best protection is proper hand washing, including before and after you eat your meals. Hand washing is the best way of preventing all respiratory virus infections.

Avoid touching your eyes and nose prior to washing your hands and when handling grocery items, caring boxes and bags, whilst driving, and anytime during a pick-up and delivery.

### b. Health and Safety Procedures

#### **Washing Your Hands**

Wash your hands often and thoroughly with soap and water for at least 20 seconds. Use disposable paper towels. If soap and water are not available, use alcohol-based sanitizer, however, always wash your hands with soap and water after using the toilet. For the safety of you and the Recipients of the service, avoid touching your eyes, nose, and mouth.

Wash your hands (or change disposable gloves) between shopping, delivering groceries, and between Recipients where possible.

If possible, keep 62% or higher alcohol hand sanitizer in your car for emergencies.

*For more information on handwashing see:*

<https://www.healthlinkbc.ca/healthlinkbc-files/hand-washing>

## **Shopping and Drop Off Precautions**

We recommend wearing gloves in the store, and a separate pair while dropping off if possible (we know that gloves are hard to come by - if gloves aren't available, remember the advice from one surgeon: "imagine that every time you are washing your hands, you are putting on a fresh pair of gloves").

Although washing your hands frequently with soap and water is the same effectiveness as wearing gloves, it helps provide awareness of what you are touching, and to avoid touching your face, and shows the people in need that you are interacting with that you are aware and taking precautions.

You can either use disposable gloves or reusable gloves that you wash between grocery store and try to get access to soap and water prior to drop-off if possible (we keep a bit of water in a bottle in the car with some soap).

## **Social-Distance**

While shopping, try to keep a distance of at least 6 feet between you and other shoppers at all times.

*For information on wearing masks and other important information relating to COVID-19 see <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html?topic=tilelink>*

## **Cleaning and Disinfecting**

Clean and disinfect frequently touched surfaces (e.g. trunk lid, door handle, credit cards, phone, steering wheel, gear shift, etc.) at least once per day, and between shopping and drop-offs. Sanitizing can be done with regular household disinfectant or a solution containing 1 part bleach to 9 parts water.

## **Covering Your Coughs and Sneezes**

Cover your mouth and nose with a tissue when you cough/sneeze, or cough/sneeze into your sleeve instead of your hand. Throw used tissues into a lined trash can in your room before disposal with other household waste. Immediately wash your hands.

*If you can help it, avoid sneezing and coughing in front of Recipients.*

## **2. How to Shop**

### **Connect with the Customer**

After Dispatch has assigned you to your **Person in Need (PIN)**, it is best to call or text the PIN to introduce yourself kindly (we have usually already contacted the PIN to check they are reachable and to let them know you might get in touch)! Use your name and let them know you are from ERSV, and that you will be looking after their request!

Once you have connected, try to make a plan together and set up a drop-off time that works for them!

While shopping, you may reach out to the PIN in the case that there is something out of stock, or if you need to substitute an item for something similar.

Depending on how many things are missing due to low stock in stores, you may need to go to more than one store to acquire the items (at your discretion).

You may need to go to multiple shops if there is (for example) both a prescription to pick up and groceries in one order request.

## **3. The Delivery**

### **Personal Presentation**

Wear your ERSV personalized lanyard (we are working on getting these to everyone)! This helps the PIN know who you are and how to recognize you during drop off!

## **Meeting with the Recipient**

We find it's a good idea to give the PIN a 10-15 minute warning text or call before arriving. Some PIN's will be easier to connect and coordinate with than others.

Before commencing drop-off, confirm via text or phone call that they know you have arrived.

We do our best to provide a No-Contact drop off service, or a drop off that follows the intent of Social-Distancing rules.

Some Recipients are in a situation where they cannot have any contact and must have the groceries left outside of their door.

Other Recipients are able to meet you outside and receive their groceries with both parties considering social distancing.

*Most recipients that need a "No-Contact Drop-Off" will specifically request this.*

### **No-Contact Drop-off**

If the PIN has requested this kind of drop-off, just clearly communicate with them ahead of time when you are arriving. Communicate to them when you have put the groceries outside of their door.

Once you have given yourself space from their location, it's usually safe to give a wave from the street to visually confirm pick-up of the supplies. If that's not possible, try to follow up a few moments later to confirm that they received the groceries.

\*Note: this kind of Drop-off can take place indoors as there will be no social contact.

### **Social-Distancing Drop-Off**

For the health and safety of the PIN and the driver, the deliveries will take place outside. This is because it is a well-ventilated space and gives more space for social distancing.

There should be at least 6 feet of space between you and the PIN. This helps lessen the risk of contamination with vulnerable and immunocompromised people.

When you are meeting with the PIN, it is important to have a positive demeanor if you can. Many people are warm and thankful to our volunteers, but many of these recipients are in very difficult situations and may come across as stressed out, anxious, or irritable. If we can keep a calm and pleasant attitude, it can help bring some balance to their emotional outlook and everyone leaves the interaction feeling better about the way things are going.

Smile and introduce yourself:

“Hi! I am *John* from ERSV! I am here with your groceries!”

Also mention (in your own words):

“In considering both of our health, I’m going to be practicing social distancing with you! I am going to put the groceries on the ground (or table, ledge, etc.) and then I will take a step back, and then you may take them!”

(Just do your best to maintain distance. There will not always be an ideal situation for this drop-off, so we can just **be mindful and do our best.**)

If they ask about payment, let them know we send an invoice that same evening and we accept e-transfer, as well as credit cards (through PayPal)! Some recipients may have limited access to a computer and insist on doing cheque or cash. If you’re comfortable, you can accept a cheque made out to the *Emergency Relief Society of Vancouver* and we will coordinate a pickup from you. Otherwise, let them know that we’ll be in touch to sort it out.

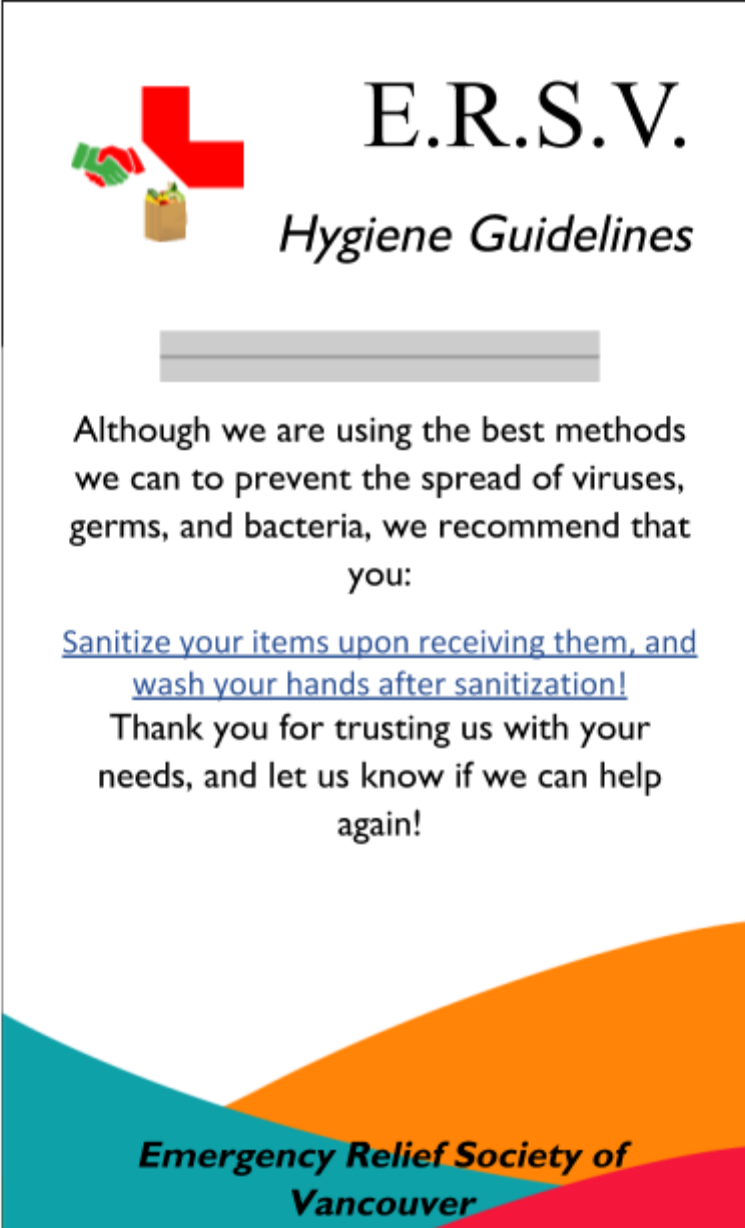
At the end of your drop-off make sure to smile and let them know:

“Feel free to reach out again if there is anything else you need!”

## Communicating Recipient Health Precautions

Each delivery should be paired with a leaflet explaining to the Recipient the precautions they can take once they have received the groceries to be mindful of their health when handling their items.

If you do not have a leaflet, below is the template that you can use to verbally explain to the Recipient.



The leaflet template features a white background with a black border. At the top left, there is a graphic of two hands shaking in green and red, next to a red L-shaped logo and a brown grocery bag icon. To the right of this graphic, the text 'E.R.S.V.' is written in a large, black, serif font, followed by 'Hygiene Guidelines' in a smaller, black, italicized serif font. Below this text is a thick grey horizontal bar. The main body of the leaflet contains the following text: 'Although we are using the best methods we can to prevent the spread of viruses, germs, and bacteria, we recommend that you:'. This is followed by a blue underlined link: '[Sanitize your items upon receiving them, and wash your hands after sanitization!](#)'. Below the link, it says 'Thank you for trusting us with your needs, and let us know if we can help again!'. At the bottom, there is a decorative footer with a teal, orange, and pink wavy background. The text 'Emergency Relief Society of Vancouver' is centered at the bottom in a bold, black, sans-serif font.

**E.R.S.V.**  
*Hygiene Guidelines*

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Although we are using the best methods we can to prevent the spread of viruses, germs, and bacteria, we recommend that you:

[Sanitize your items upon receiving them, and wash your hands after sanitization!](#)

Thank you for trusting us with your needs, and let us know if we can help again!

**Emergency Relief Society of Vancouver**

## 4. How to Organize and Ledger Receipts

### **Immediately Correspond with Dispatch**

After you have made all of your purchases for the PIN, send a picture of the full receipt to Dispatch.

*It is important that the entire receipt is in the picture including both the top and bottom of the paper, and any transaction information that might be on a separate, smaller receipt. This is so we can prove to the Government that reimbursements sent out to volunteers are legitimate repayments for money you yourself spent for the order, and not some other form of money transfer or payroll payment which they would expect tax on!*

## 5. Deliverer Money Reimbursement

### **E-Transfers**

Once you have sent the receipt and delivered the groceries successfully to the PIN, Admin will reimburse you immediately via e-transfer! If you can't accept an e-Transfer, let us know and we'll try to work around it. As of now though, there isn't really another way to keep up with the volume of orders and get all the repayments out in a reasonable time window doing it another way, so if you're able, do your best to put yourself in a position to receive an e-Transfer (thank you for your support on this).