



Food delivery service volunteer guidelines

Thank you for applying to volunteer for Innovate Trust's food delivery service. Your help will be invaluable to ensure that vulnerable community members are able to stay safe at home and receive much-needed supplies during this challenging time.

We've put together these guidelines to help you understand the role, stay safe, and to ensure that you have a positive experience while volunteering for Innovate Trust's food delivery service.

What will be expected of you:

- You will be helping Innovate Trust staff to deliver food orders to our Innovate Trust tenants and Safer Wales beneficiaries. You will be collecting these orders from Innovate staff at Park View Café in Canton. You will be given a list of delivery addresses as well as contact numbers in case anyone is out when you arrive with their delivery, or you struggle to locate an address.
- If you would prefer to help prepare and package the food orders at Park View café then please let us know. We're currently encouraging our volunteers to carry out deliveries - this is the safest role as you'll be lone working.

Health and safety measures to keep you safe:

- We have put in place strict social distancing measures to ensure the safety of our staff and volunteers. Please make sure that you respect these and keep a minimum of 2 metres (approx. 6 feet) away from other volunteers and Innovate staff members at all times. We will be putting floor markings in place inside Park View café to help everyone respect these measures.
- Staff and volunteers carrying out deliveries will be asked to wait outside Park View café or in the café area while the deliveries are brought out. This is to avoid overcrowding in the corridor and main hall.

- Our food prep team are aware that they mustn't overfill any boxes or crates so that these can safely be lifted by one person. If a box or crate is too heavy then please let Innovate staff know and they will split it down for you.
- When delivering food orders – unload the order, put down by the front door, ring the bell and step back 2 metres. Ask the tenants to unload their order from the box/crate and then collect the crate once they have returned inside and closed the door.
- We will provide you with hand sanitiser to keep in your car so that you can regularly clean your hands, please do so before and after handling the food parcels.
- Please let us know if you have any pre-existing health conditions that we should be aware of, or if you have been experiencing Coronavirus-like symptoms.

Anything else?

- The social distancing guidelines are in place for your safety – please respect them. Please feel free to remind others if you feel that they are working too closely to you and don't feel offended if others remind you.
- If you have any questions, concerns or are unhappy about anything then please let us know. You can talk to Innovate staff on shift at Park View Café or you can contact Lucy Curtis (catering manager) by emailing lucy.curtis@innovate-trust.org.uk or calling 07710 095 497.
This is a new system that we have recently put in place in response to the current situation so we are open to your feedback and suggestions.

Thank you for your help!

