

Information for helpers and people who receive help

You want to help? You don't feel ill yourself? You don't show any symptoms of illness? Then there are no obstacles on your way to become a volunteer...

If you show any symptoms of illness, please refrain from offering your help for risk groups – even if your symptoms are not typical for the Corona virus.

We want to assist in the process of the demand for and the offer to help coming together. Seite | 1 von 2
Volunteers are at risk as well as the people receiving help. Therefore, every process of help has to be organised carefully.

- **Shopping**
 - Please only buy what you've been asked to buy in a written form (shopping list) – in case something is no longer in stock, call your contact person and ask them how to proceed.
 - Only attend one grocery store and/or pharmacy.
 - Important: Keep the receipt of the purchase.
 - Before handing over the receipt along with the purchase, take a picture of the receipt. That way potential misunderstandings can be solved later.
 - Make sure to minimise the contact with the receipt and the purchase (if possible, wear single-use-gloves).
- **Transport**
 - We recommend you go by bike, foot or car.
 - Public transport should be avoided! This way the risk of an infection for you and the people depending on public transport will be minimised.
- **Transfer of the groceries**
 - Put down the groceries along with the receipt at least 2 metres away from the door of the flat (on the top of the stairs) and inform the recipient.
 - In any case, avoid personal contact and resolve potential questions on the phone.
- **Payment**
 - At the moment, we recommend you pay in cash: The money needed for the shopping (estimate the amount needed, rather more than less) will be put in an envelope along with the shopping list and be deposited on the top of the stairs, at least 2 metres away from the door.
 - The change will be given back in an envelope as well.
 - If possible, contact with the money can be avoided if the groceries are paid by card.

#CORONAHILFE

Please note:

In no case, bank, credit or insurance cards should be given away or be received.

Please note the following security advices throughout all the stages of the process:

- Avoid any form of physical contact, keep at least 2 metres of distance while communicating (more if possible)
- Get in touch via phone and resolve any potential question on the phone – before as well as after the shopping.
- If possible, wear single-use-gloves during the shopping.
- Don't bring your own bags, especially no cotton bags. Without any exception, only use paper or plastic bags, which you buy in the store where you purchase the groceries.

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Example case:

Mrs. M needs groceries purchased. She gets in touch with the Ehrenamt Agentur and receives the phone number of a volunteer which she uses to get in contact with him or her. The two of them arrange that the volunteer rings the doorbell and that Mrs. M subsequently places the envelope with the shopping list and the money on the top of the stairs. The volunteer rings, gets access, takes the envelope and starts his or her "shopping spree".
Transfer of the groceries: The volunteer informs Mrs. M via phone that he or she has finished the shopping and is standing in front of the entrance door. The door is opened. The volunteer puts down the groceries at the top of the stairs where earlier the envelope had been placed. **Please don't accept any personal thanks!**

Information by the Health Centre (Gesundheitsamt) Essen:

Being in close contact for more than 15 minutes with a person who has been tested positive is considered a high risk of transmission. Without a problem, groceries can be placed in front of a door and be handed over keeping a sufficient distance. People who have been put in a quarantine are not allowed to leave the house anymore, going for a walk is forbidden as well. Exceptions are only possible if explicitly discussed with the Health Centre (Gesundheitsamt).

There are no indications for an extensive transmission via money or surfaces. It is not possible to state how long the virus survives on inanimate surfaces. However, it is estimated to be a rather short period of time.

The City of Essen provides information concerning Corona on their website:

https://www.essen.de/gesundheit/coronavirus_aktuell.de.html

For further information visit the website of the RKI/BZgA:

https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/nCoV.html

<https://www.infektionsschutz.de/coronavirus-sars-cov-2.html#c11965>