

**Hart Voluntary Action Ltd**

**Covid-19 Volunteers Procedure for Shopping and Payment Handling**

1) Hart Voluntary Action (HVA) approved volunteers should contact their assigned “client” remotely – preferably by telephone – to establish their shopping needs. Try to agree generic items rather than specific brands, and discuss acceptable alternatives and substitutes. Establish whether the client has any allergies or special dietary needs.

2) The volunteer agrees in advance which payment method will be used. Neither clients nor volunteers should be put under pressure to use a payment method that does not suit their personal needs (for example, volunteers may prefer not to accept cheques, as this will require additional trips to banks to pay them in).

3) The Volunteer shops for the goods, observing government advice on social distancing and, where practical, wearing surgical or rubber gloves at all times.

4) Volunteer pays for the goods themselves, but retains a receipt as proof of purchase.

5) The volunteer creates a copy of the receipt if needed in order to reclaim the cost of the shopping, e.g. by using a mobile phone photo.

7) The Volunteer delivers the goods to the client, observing social distancing guidelines, and provides the receipt to inform the client of the cost of the goods.

8) Client pays using one of the following payment options as previously agreed with the volunteer:

Cash - Client places cash in an envelope, and if change is required, volunteer places change in an envelope. Be conscious that the virus can survive on paper, coins and banknotes, so ensure proper handwashing before and after handling.

Cheque - Client makes out a cheque to the volunteer and places it in an envelope. Again, remember that the virus can survive on paper, coins and banknotes, so ensure proper handwashing before and after handling.

Bank transfer direct to volunteer – Volunteer provides the client with bank details, and client transfers the cost of the shopping to the volunteer.

Phone payment to HVA – client phones HVA **(this is in process 12.04.20)** and pays by credit or debit card over the phone. Volunteer then claims the cost of the shopping back from HVA using an expenses claim form.

Online payment to HVA – **online payment via HVA web-site is in process.** However the client can make a payment via HVA’s Localgiving donations page - <https://localgiving.org/charity/hartvolaction/project/Hart-Covid19-Support/>

## What-ifs?

What if client disputes the bill?

If the client believes the bill is too high, or that inappropriate substitutions have been made, the best initial course of action is to raise it politely with the volunteer, who may be able to resolve things immediately. If not, the client can contact HVA who can talk the volunteer, and reassign a new volunteer if necessary

What if the client is too unwell or otherwise unable to settle their bill?

We expect most clients to pay, but if this arises, then HVA has the discretion to bear the cost of the shopping. This is preferable to the volunteer bearing the cost. Volunteers should contact HVA for assistance should this situation arise.

What if essential articles are not available at the supermarket?

Volunteers are expected to make reasonable efforts to fulfil all reasonable requests, but it has to be understood that not every request can be fulfilled. Likewise, clients are expected to accept reasonable substitutions when offered.

**Contact:**

**Hart Voluntary Action**

**Civic Offices**

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**Fleet**

**Hampshire**

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**Appendix: Covid-19 Volunteer Expense Claim Form**

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| **Hart Voluntary Action – Covid 19 Volunteer Expenses Claim Form** |
|  |  |
| **Name:** |  | **Contact details - address/e-mail:**  |  |  |  |
|  |
| Total Mileage | **0.0**  |  |  |  | Total mileage claimed | **£0.00** |
| Amount per mile (45p) | £0.45 |  |  |   |  | Total expenses claimed |  **£ -**  |
| **Total Mileage Claimed (£)** |  **£ -**  |   | **SAGE Nominal (Project) Code** | **2349** |  | **TOTAL EXPENSES CLAIMED** |  **£ -**  |
| ***NB. mileage up to 10 mile each way can be claimed for 121 Youth Counselling Volunteers*I declare that the statements made above are correct and, are expenses necessarily incurred on travelling in the course of duty** |
|  |  |  |  |  |  |  |  |  |  |
| **Signature** |  | **Date:** |   |
| **Authorised** |  | **Date:** |   |
| **If this is your first expenses claim please include your bank account details below for BACS payment direct to your account:** |   |
| **Account No** |  | **Sort Code:** |   |
|  |
| **Date** | **Details of Expense** | **Amount** |  |  |
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|  | **Total Expenses Claimed** |  **£ -**  |  |  |
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|  |
| **MILEAGE EXPENSES** |
| **Date** | **Place of Departure** | **Destination** | **Reason for Journey** | **Miles** |  |  |
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|   |   |   | **Total Mileage** | **0.0**  |  |  |
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