

Wales Council of the Blind

R.E.S.E.T.

Incorporating Sylw Bulletin.

Retail

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News

COVID-19 vaccine roll-out to start across Wales

The Medicines and Healthcare Products Regulatory Agency (MHRA) has now authorised the first vaccine as safe and effective on the basis of detailed independent expert review of evidence from large-scale clinical trials.

40 million doses of the vaccine will shortly be available for delivery across the UK, with Wales getting its allocation based on population.

The effects of the vaccine may not be seen nationally for many months and the advice on keeping Wales safe remains the same for everyone; keep contacts with other people to a minimum, keep a 2 metre distance from others, wash hands regularly, wear a face covering where required and avoid touching surfaces others have touched, wherever possible.

The vaccine - which needs to be administered in 2 doses - will initially be prioritised and available for those aged 80 and over, care home staff and residents and those working within health and social care.

Individuals in the priority groups for a COVID-19 vaccine will receive an invitation from their employer or health board providing information about the COVID-19 vaccines, telling them where to go and what to do on the day of their appointment.

People are urged to wait to be invited, which will happen through NHS systems. Please do not ask your pharmacist or GP.

The vaccine will not be mandatory and people will be able to choose whether they take up the vaccine or not.

(Source: Welsh Government website press release)

Xmas festive period.

The four UK governments have reached agreement on a single set of UK-wide measures to help people come together over Xmas in a way that is as safe as possible.

- Travel restrictions across the four administrations and between tiers will be lifted to provide a window for households to come together between the 23 and 27 of December.
- Up to three households can form an exclusive 'bubble' to meet at home during this period. When a bubble is formed it is fixed, and must not be changed or extended further at any point.
- Each Christmas bubble can meet at home, at a place of worship or an outdoor public place, but existing, more restrictive rules on hospitality and meeting in other venues will be maintained throughout this period.

Between, and including, 23 and 27 December:

- you can form an exclusive 'Christmas bubble' composed of no more than three households
- you can only be in one Christmas bubble
- you cannot change your Christmas bubble
- you can travel anywhere within the UK for the purposes of meeting your Christmas bubble

You should travel to meet your Christmas bubble and return home within the designated window (23-27 December inclusive). Anyone travelling to or from Northern Ireland may also travel in order to meet with their bubble on the 22 and 28 December.

Hospital to Community Collaboration Cymru (H2C Co-Lab Cymru)

A multidisciplinary team of eye care specialists, health economists and patient groups will investigate the value of monitoring chronic sight-threatening conditions in community settings. The increased workload in hospital outpatient eye services means creative ways of managing demand must be found. Due to upskilling, high street optometrists can be used to deliver services that have historically been provided in the hospital setting. Now, thanks to a substantial research grant, the team shall gather quality evidence to inform

the best approach to take for a more equitable service throughout Wales.

The project harnesses the support of Aneurin Bevan LHB, University of South Wales, Swansea University, Optometry Wales, Sight Cymru and third sector partners Glaucoma UK, Macular Society and Wales Council of the Blind.

For more information, contact bablin.molik@sightcymru.org.uk
07454 260560 / 01495 763650.

Macular Society ‘Connect by Tech’ service

The Coronavirus pandemic, and the restrictions that have been put in place, have meant that many people now rely on technology to keep in touch with friends and family, even if they were previously unfamiliar with it. As a result, The Macular Society launched a new service, ‘Connect by Tech’ to help people to listen to audio books, use smartphones, tablets and other devices, and make video calls.

Since its launch, Connect by Tech volunteers have been kept busy dealing with questions and solving problems from people with sight loss. If you would like their help, ring 0300 3030 111 or email techtalk@macularsociety.org to get the support you need.

Sight Cymru Talking News Service

Sight Cymru’s Talking News Service is recorded every week and includes local news, essential information and a variety of interesting articles. If you would like more information or to sign up, please get in touch by ringing 01495 763650.

Consultations and Surveys

Welsh Government Consultations

Here is our list of Welsh Government consultations of potential interest to the disability sector:

- Carers' national plan for Wales (closes 20th January 2021)
- Access to Elected Office Fund (closes 20th January)
- Llwybr Newydd: a new Wales transport strategy (closes 25th January)

The 'Access to Elected Office Fund' consultation seeks views on the introduction of a fund to help disabled people to stand for elected office in Wales. Disability Wales will be delivering online workshops to consider this consultation in the next few weeks. Anyone wishing to participate can email info@disabilitywales.org.

For information on how to receive any of these consultation documents in an accessible format, call 0300 0604400.

Events

Although the pandemic has inevitably led to the cancellation of face-to-face events, many organisations are now running telephone groups.

Glaucoma Support Groups

Glaucoma UK is running digital support groups – but if you don't have internet access, you can still ring in and listen to the event. Latest dates are:

- Wednesday 16th December, 7 pm to 8 pm, Communication in the glaucoma clinic - How to get the most out of your appointment. (Telephone 0131 460 1196 or 0203 481 5237).
- Wednesday 13th January, 7 pm to 8 pm, Glaucoma surgery - David Lunt, Consultant Ophthalmologist South Tees Hospitals NHS Foundation Trust will be talking about glaucoma surgery and you will have the opportunity to ask him questions after the presentation. (Telephone 0203 901 7895 or 0208 080 6591).
- Thursday 28th January, 7 pm to 8 pm, Glaucoma research and how it might influence future glaucoma care. (Telephone 0203 481 5240 or 0330 088 5830).

To join any of these sessions by telephone, dial in to the number shown above at the start time. Please note, if joining on the phone you will only be able to listen to the verbal presentation. You will not be able to ask questions or view the supporting presentation slides. If you have internet access, you can find out more on the Glaucoma UK website, <https://glaucoma.uk/get-involved/glaucoma-uk-events/>. If you need any further information, Glaucoma UK's Helpline is 01233 64 81 70.

Sight Life Telephone Groups

Sight Life is continuing to run telephone groups for people in Cardiff, Swansea, Neath and Port Talbot and has recently arranged two new groups for its members, starting in December:

- Cardiff Macular Group –Meetings will be on the first Monday of the month, between 10.00 and 11.00 or 11.30 and 12.30, depending on numbers. There will be a maximum of 8-10 in each group.
- The new South Wales Charles Bonnet Support Group (Esme's Umbrella) will meet on the phone on the first and third Thursday of the month between 12:30-1:30.

The phone groups are easy to join. Just call a local call number and enter a code when prompted – or you can arrange for Sight Life to call you if it is difficult for you to operate the phone. Anyone interested in finding out more about either of these groups, please contact the office on 02920 398900 or Val or Jane on their mobiles 07864 964833.

Christmas activities are also being planned, so do get in touch with your local contact if you want to get involved:

For Cardiff, contact Jane on 07864 964 833 or email:

jane.mccann@sightlife.wales

For Swansea, contact Anita on 01792 776 360 or email:

anita.davies@sightlife.wales

RNIB Connect Groups

The RNIB Community Connection team in Wales run a wide range of telephone groups. Please contact the Connect Community Coordinators if you would like to join any of their groups:

Eleanor: 0770 282 1915, email eleanor.rothwell@rnib.org.uk

Carol: 0786 496 8859, email Carol.McKinlay@rnib.org.uk

Izzy James: 0776 8503050, email izzy.jones@rnib.org.uk

RNIB use a teleconferencing system managed by the Phone co-op to make these group calls. If you have a group or organisation that would like to stay in touch over the phone and would like to know more about systems to keep people connected please contact Hollie Barney for more information: Hollie.barney@rnib.org.uk

Events via Zoom

Many organisations now hold events online, for example via Zoom. You can find the latest information on our website: <http://www.wcbccd.org.uk/news.php#events>

Other Resources

Vision Support Home Visitor Services

Vision Support is reminding people in North Wales that, during Covid-19, their Home Visitors are available to offer essential visits and support. This includes:

- Food and essentials shopping
- Prescriptions
- Someone to talk to
- Support with low vision equipment
- Signposting to other services

Please call 01244 381515 to find out more.

Retail.

Personal stories

Wrong doors and lost sanitisers.

In August, I went to meet a friend in an outdoors café in Cardiff. I had heard that they were really good with social distancing and hygiene, so decided to give it a go. I had not been since the re-opening so, although I had been many times in the past, I obviously got it all wrong!

My guide dog proudly marched me down the little driveway towards the café to a chorus of “Oh I am sorry, we are going the wrong way” and “My fault, hang on, let me reverse” and so on. Obviously, we were entering through the exit – people were so kind though and no-one pointed out that we were in the wrong. I generally find that if I do things with sufficient confidence, however misplaced, people tend to assume that they are to blame! I subsequently discovered that there were two walkways into the shop on either side of a large rack of plants. Ruby had simply chosen the wider one to allow space for both of us.

I then totally missed the hand sanitizer on the wall as I went through the entrance porch. After a few attempts to direct me to it, the greeter gave up and I promised to use my own sanitizer, which I reassured her was the required 60% alcohol. In fact, it was 70%, so was probably better than theirs anyway!

We then followed the greeter to a little bus shelter style seating area (after a few attempts by Ruby to join other parties on the way) and had a lovely lunch and we didn't disgrace ourselves at all again until the end when the greeter had to find my sanitizer on the floor after it had fallen out of my pocket.

I have been a few times since and, now that we know the ropes, we are much better at conforming.

Closing the social distance.

When I first went to the local shop after shielding for 4 months, I didn't know how things worked at all. My guide dog marched me confidently to the door and I was aware of some sounds to my left – that slight shuffling and shoe scuffing of people who are a bit embarrassed and don't know whether to speak or not. I said "Good girl, Ruby, for finding the door. Is there a queue?" The gentleman at the front of the queue said that there was but that we were welcome to go first. We then spent the next few minutes chatting to everyone in the queue as we worked our way to the back, each person offering to let us go first and each time my saying that we were fine to go the back but that Ruby was trained to find the door rather than the back of a queue. I then had a lovely chat with the man next to me in the queue, giving him directions to the closest barbers. Why he thought I would know I don't know. He then proceeded to have a long chat with the man in front of him, opening with the words "You look as though work out a lot", and he asked him whether tattoos stayed looking good if you become very muscular after having a tattoo. I have to say that I enjoyed the opportunity for human interaction and entertainment, however bizarre, offered by the need to queue.

Top tips

Postal deliveries: Royal Mail are collecting parcels from the sender.
How to book your collection:

1. Buy postage with Click and Drop.
2. Select the items you wish to send and input the recipient and sender details.
3. Once the items are in your basket, select the "Arrange collection" option.
4. You can then add the collection details, select the day of your collection and proceed to checkout as normal.
5. Print your label and affix it to your parcel, ready for collection.

More information is given at <https://www.royalmail.com/collection>

Use the eBay app: use the eBay app for purchasing goods there. It's been reported to us that it is more accessible than the desktop site.

Know your pharmacy: find out which pharmacies will be open over the Christmas period. Community Pharmacy Wales will be able to tell you the timetables in your area:

Telephone: 029 2044 2070

Email: info@cpwales.org.uk

Get a volunteer to help with shopping: If you are having difficulty getting out and about, your local **Community Voluntary Council** can let you know about community-based services and support such as help to get your shopping. There are details on WCB's website at <http://www.wcb-ccd.org.uk/coronavirus.php#local>. Also, check the tips from Henshaws for people shopping on behalf of people with sight loss at www.henshaws.org.uk/12-top-tips-for-shopping-for-a-visually-impaired-person/ or from Blind Veterans at www.blindveterans.org.uk/coronavirus-covid-19-updates/coronavirus-covid-19-assisting-a-blind-or-partially-sighted-person-with-shopping/

Know the opening times: as shops get busier, it is worth checking the opening hours of the shop or shopping centre before visiting.

Keep your home well-stocked with essentials: it is important to have everything you need to hand should you fall ill, particularly if you have no immediate help from friends and family. **Disability Wales** has advice on food and other items that people should have at home during this time, and are also offering to put people in touch with local support if they are unable to get to the shops www.disabilitywales.org/20367/

The list is as follows:

Food:

- Tins of soup
- Cuppa soup sachets
- Tins of vegetables
- Tinned fruit

- Rice
- Pasta
- Baked beans
- Cereals (e.g. Weetabix, cornflakes.)
- Squash
- Bottled water
- Milk
- Bread
- Potatoes
- UHT / long-life milk
- Tea/coffee/sugar
- Nuts/nut bars
- Pasta sauce

Frozen items:

- Vegetables
- Chips
- Meat
- Fish
- Microwave meals
- Quorn/meat-free alternatives

Bathroom/toilet:

- Soap
- Handwash
- Toilet rolls
- Shampoo / conditioner
- Sanitary products
- Tissues
- Hand cream/moisturiser

Other items:

- Washing powder
- Black bags

Check accessibility: If you plan to eat out, it's worth checking how accessible the venue is before you visit, particularly as the changes they've made might create accessibility problems. An initial check can be made through a website: [AccessAble](#) (formerly

DisabledGo) has a facility enabling you to find out about the access facilities at various shops and shopping centres:
<https://www.accessable.co.uk/>

Remember to ring beforehand to check that they are still able to provide an accessible service.

Welsh Government advice on shopping.

What shops are open?

All retail shops can open, if they can comply with the duty to take reasonable measures to minimise the risk of exposure to and prevent the spread of coronavirus in Welsh law. People should avoid unnecessary travel and avoid crowded spaces, particularly indoors.

Can I now travel as far as I want to go to the shops?

There are no legal limits on travel within Wales, but people are still advised to avoid unnecessary travel and avoid crowded spaces, particularly indoors.

Can I go shopping with my friends?

We do not advise going shopping with friends or any person you do not live with. However, if you do choose to do this, we ask you to

- please try and be restrained in how many different people you see. It is better to see the same one or two people regularly than to see lots of different people occasionally
- please maintain social distancing, including outdoors
- please spend time outdoors rather than indoors as much as possible
- avoid doing activities that might increase the risk of transmission (for example shouting to be heard over loud music)

If you are meeting people you do not live with, in most circumstances the absolute maximum number of people who can gather together is four (not including any children aged under 11).

However, this is a maximum and not a target – the smaller the number of people who gather, the lower the risk.

What if I have been shielding, can I go to the shops?

Yes, the advice to shield has been paused so you no longer need to avoid all shops. However, you should still be very careful so should shop at quieter times, should make sure you maintain a 2m distance from others and wash your hands or use hand sanitiser regularly.

I live close to the border between Wales and England, can I cross the border to go to the shops?

As a matter of Welsh law, this is permitted if you need to buy food, medical supplies or products for the upkeep of the home (either your own, or the home of a person you care for).

However, you will also need to follow the laws in place in England, which the Welsh Government cannot advise you on.

Face coverings and exemptions.

Where will face coverings be required?

Face coverings must be worn in all indoor public places, including shops, on public transport and taxis, and in places where food and drink is served, other than when you are seated to eat or drink.

This applies to everyone aged 11 and over, unless an exception applies. Children under 11 do not have to wear face coverings.

Can I be exempt from wearing a face covering?

Some people do not have to wear a face covering, and there are a number of circumstances in which people can also temporarily remove coverings. Please be mindful and respectful of such circumstances, noting that some people may be less able to wear face coverings and the reasons for this may not be visible to others.

You may have a reasonable excuse not to wear a face covering if (for example):

- You are not able to put on or to wear a face covering because of a physical or mental illness, or because of a disability or impairment;

- You are accompanying somebody who relies on lip reading where they need to communicate and you cannot access a clear face covering; or
- You are escaping from a threat or danger and don't have a face covering.

From experience in other countries where face coverings have been required, we know survivors of violence against women, domestic abuse and sexual violence sometimes find that wearing a mask triggers flashbacks to traumatic experiences. If that applies to you then this would also be a good reason not to wear a face covering.

How can I show that I am not required to wear a face covering?

Whether somebody has a reasonable excuse not to wear a face covering will not always be obvious. Disabilities and impairments are not always visible to others, such as neurodevelopmental conditions, and respect and understanding should be shown to those who have good reasons not to wear face coverings.

Those who have an age, health or disability reason for not wearing a face covering should not be routinely asked to give any written evidence of this. You do not need to seek advice or request a letter from a medical professional about your reason for not wearing a face covering.

Some people may feel more comfortable showing something that says they do not have to wear a face covering. This could be in the form of an exemption card, badge or even a home-made sign. A number of organisations have created cards that can be downloaded from their websites and printed, and the Welsh Government has a downloadable card you can use for the purpose: <https://gov.wales/face-covering-exemption-card>

Carrying an exemption card is a personal choice and is not necessary in law.

Hidden Disabilities 'sunflower' lanyard.

These lanyards, or badges, are available for a variety of purposes. One card, for example, reads 'I am visually impaired' (one wonders if people in general would know what that means) while another reads 'Face covering exempt' - useful to avoid altercations with shopkeepers and customers alike if you have medical grounds for not wearing a mask. They are available online for businesses to bulk-buy at <https://hiddendisabilitiesstore.com/shop/sunflower-lanyards.html>

The Hidden Disabilities Sunflower products are strictly not for resale by individuals, businesses or organisations - they are intended to be donated to customers free of charge. You should be able to obtain one at mainstream retailers such as supermarkets.

Advice from Welsh Government for shielding during Xmas.

We recognise that many people may want to be with their friends and family over the festive period, particularly after an incredibly difficult year. As a result, we will be changing some restrictions on social contact (See **Xmas festive period** in News above).

You can choose to be part of a Christmas bubble if you are clinically extremely vulnerable, but it does involve greater risks for you as you will be increasing the number of people you have contact with. You will minimise your risk of infection if you limit social contact with people that you do not live with. It is important that you and the other people in your Christmas bubble consider these risks carefully before agreeing to form a bubble. Forming a Christmas bubble is a personal choice and should be balanced against the increased risk of infection.

If you do decide to form a Christmas bubble it is advised that you maintain social distance from those you don't normally live with at all times, avoiding physical contact. Everyone should wash their hands regularly and it is important to keep the space where you

spend time with those you don't normally live with well ventilated and to clean touch points regularly, such as door handles and surfaces. You may want to think about who you sit next to, including during meals, and also consider wearing a face covering indoors where social distancing may be difficult.

If you don't feel comfortable spending time with other people indoors, think of other ways that you can safely spend time together, for example on walks outdoors or supported by technology, and how you can make that time feel different and special. Going outdoors carefully for exercise is also encouraged. It is important that you do not feel pressured to celebrate Christmas in an environment that makes you anxious.

There may be a lot of expectations and pressure around celebrating Christmas together, but you should feel comfortable to do what is right for you over this period. To do that, the other people in your Christmas bubble need to understand your needs and increased risk. They must also be extra vigilant in the days before you get together, reducing any unnecessary contact with people, especially as some people with the virus have no symptoms.

The Christmas bubble period ends on 27 December and this guidance only applies until this date.

Supermarket COVID policy and practice.

In-store shopping.

Most supermarkets have a traffic light system to ensure that social distancing guidelines can be followed easily and safely. This is sometimes coupled with an audio-prompt system for people with sight difficulties. Other stores may simply have staff at the door to control numbers of people.

There are usually indicators on the floor to suggest the distances to be maintained between people. These depend on vision for their use.

Masks are mandatory in all stores in Wales, unless you are exempt for health reasons. See elsewhere in this edition for the Welsh Government's downloadable exemption card. Carrying an exemption card is not necessary in law but it might make life a bit easier.

Payment options for volunteer shoppers.

If you are staying at home and someone is shopping for you, some supermarkets sell gift cards and vouchers that can be used to pay for shopping. These can be purchased online by the person staying at home and used by the person who goes to the shop. (Payment options given below are from the Welsh Government website).

Deliveries.

These have been made available in some stores that didn't previously provide them. They'll have their own methods of social distancing and hygiene at both the packing and delivery stages. It is likely that you'll be expected to take the goods into your house yourself without the assistance of the driver, so be prepared for that if you need help.

Food boxes.

If you are unable visit the shops or have been unable to book a delivery slot, there is an alternative. Some supermarkets are supplying food boxes delivered to your home weekly, fortnightly, monthly and as a one-off. The prices vary according to the type of box you require.

Store-by-store.

ALDI: <https://www.aldi.co.uk/covid19>

Aldi have a system of contact-free deliveries for online shopping. For larger orders you may be contacted directly to discuss the safest way to deliver your parcel. Their carriers will not be able to enter your home or property.

Payment options for volunteer shoppers (see above):

- Vouchers can be purchased online and posted to others to shop on their behalf.
- Available in denominations of £5 and £10, no additional postage cost.
- People can purchase a blue voucher (which excludes lottery purchases) or an orange voucher (which excludes alcohol and lottery purchases)
- If purchase is less than cost of voucher then no change is given and amount not kept on voucher.
- Customer service phone: 0800 042 0800
- <https://vouchers.aldi.co.uk/>

Food parcels: can be ordered online. However, there is a limited number available and they do sell out.

<https://www.aldi.co.uk/food-parcels>

Customer service phone: 0800 042 0800

Asda: <https://www.asda.com/shopping-safely-with-asda>

Asda Safety Marshals will be stationed at the front of every store and in the aisles of larger stores. They will be on hand to help customers with safety queries and reiterate Government guidelines to wear a face covering and maintain social distancing while they shop. Customers who do not have a covering when they enter the store will be offered a pack of disposable masks that they can pay for as they complete their shopping. Additionally, those marshals stationed at the store entrance will provide sanitised baskets / trolleys to customer as they enter the store.

Payment options for volunteer shoppers (see above):

- Minimum to maximum value: £5 to £150
- Card can be emailed to the purchaser or volunteer to then use in store.
- It can be topped up online.
- Reloadable physical cards are also available which can be topped up online and sent by post to a person of choice.
- This can be redeemed in store printed or on a phone screen.
- Helpline Number: 0800 5193333
- <https://cards.asda.com/volunteer>

Food boxes: a variety of food boxes which can be ordered online.

<https://foodboxes.asda.com>

Helpline Number: 0800 5193333

Co-op: <https://www.coop.co.uk/coronavirus>

Co-op has a dedicated **shopping hour for vulnerable customers**, those who care for them and NHS workers. The hour is 8am to 9am Monday to Saturday and from 10am to 11am on Sundays.

They've made it easier for those staying at home to pay for and get their essentials delivered with the **Community Shopping Scheme**. If you've been instructed by the Government to stay home, you can purchase or top up your Community Shopping

Card by calling 0800 029 4592. Friends, family or volunteers can use this to do your shopping in store.

Payment options for volunteer shoppers (see above):

- Launched vulnerable shopper initiative for shielding or self-isolating
- Gift cards can be purchased and shared with volunteers.
- Helpline can also point people in direction of local authority volunteer support schemes.
- Call 0800 029 4592, a dedicated Co-op phonenumber.
- <https://co-operate.coop.co.uk/support/need-support/>

Iceland: <https://www.iceland.co.uk/customer-support/help-articles#coronavirus>

Iceland are offering priority home delivery slots to those on the UK governments' official 'shielded' lists of the most vulnerable people, and have made direct contact by email with those who are already on the Iceland customer database to offer them priority shopping opportunities. The customers need to be registered on their government's database and with Iceland.co.uk (new customers can register at <https://www.iceland.co.uk/account/register>). Customers that are matched to the governments' data will receive the email, as detailed above. They recommend that all customers on the vulnerable database create an account on Iceland.co.uk, even if they shop with Iceland in other ways, to make sure they receive the email and are ready to book their slot when priority access is given.

Lidl: <https://www.lidl.co.uk/about-us/customer-updates>

As with ALDI, there is a traffic light system in place to determine when you can enter the shop.

Staff may remind customers of the requirement to wear a face covering in Lidl's stores. However, they understand that some customers are exempt from doing so.

When purchasing age-restricted products, you may be asked to temporarily remove your face covering by store colleagues to verify your age.

In-store bakery: there are disposable gloves for you to use in order to bag loose items yourself, safely.

Food parcels: *Too Good to Waste* boxes. The boxes comprise food that would otherwise be disposed of. They charge £1.50 per 5kg box and they are available **in store only**.

Customer Services: 0800 977 7766 / 0370 444 1234

M&S: <https://www.marksandspencer.com/c/help/covid-19>

Payment options for volunteer shoppers (see above):

- Minimum to maximum value: £10 to £500
- Cards can be emailed to the purchaser or volunteer to use.
- Can be used online or in store
- Physical gift cards can also be purchased from Marks and Spencer, but these are not linked to the volunteer card scheme.
- Helpline Number: 0333 0148444
- <https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075>

Morrisons: <https://www.morrisons.com/help/coronavirus/>

Morrisons have partnered with Deliveroo for delivery of certain products to your home. (Some supermarkets now enable you to order groceries using Deliveroo. These include Morrisons, Aldi, and Coop. However, this service is not available everywhere.)

Payment options for volunteer shoppers (see above):

- Minimum to maximum value: £10 to £250
- Both physical and e-gift cards are available. Physical cards can be posted to the recipient or sent by email as an e-card.

- They can be used in any Morrisons store, printed or on a phone screen. They cannot be used online.
- The balance on the physical cards can be checked by calling a number on the back of the card and e-cards can be checked online.
- Gift cards cannot be topped up.
- Helpline Number: 0344 3815042
- <https://morrisonscashstar.com/store/recipient?locale=en-gb>

Food boxes: can be ordered online as one off items or as a regular delivery. In addition, they offer a doorstep delivery service which enables you to order a small selection of groceries over the phone and pay when they are delivered to your door the next day, by a colleague or champion from your local Morrisons store.

<https://www.morrisonscashstar.com/food-boxes/>
 Helpline Number: 0344 3815042

Sainsburys:

<https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--#langId=44>

- Larger number of home delivery and Click and Collect slots available.
- Self-isolating customers should use the delivery instructions box on the online checkout to let them know.
- All online orders will continue to be delivered without bags. However, drivers can help elderly and vulnerable customers transfer their shopping into bags if needed.
- Telephone ordering service for vulnerable customers who have been offered a slot and are unable to place their order online.
- New customer registrations accepted online for home delivery and Click and Collect slots. Now accepting new Delivery Pass registrations.
- Elderly and vulnerable customers offered priority access to stores, allowing you to skip the queue at any time so that you can be welcomed into the store quickly and safely.
- Socially distanced queuing systems in place outside stores, supported by a greeter at the front of stores at busier times of day.

- Volunteer Shopping Card system to enable people to shop for others easily in store.
- Unable to deliver alcohol past 10pm. If you have a slot booked after 10pm containing alcohol you should either amend your basket or choose a new delivery slot.

Payment options for volunteer shoppers (see above):

- Minimum to maximum value: £5 to £250
- Card can be emailed to the purchaser or volunteer to then use in store.
- Gift cards cannot be sent by post.
- You can view your balance online.
- The purchaser will receive an email when the card is opened by email and each time it is accessed.
- This can be redeemed in store printed or on a phone screen. The card cannot be used online.
- There are certain products that cannot be purchased with a gift card, the only food item being infant formula.
- Helpline Number: 0371 2001597
- <https://www.sainsburysgiftcard.co.uk/>

Spar: <https://www.spar.co.uk/services/in-store/covid-19>

Tesco: <https://www.tesco.com/help/covid-19/>

Payment options for volunteer shoppers (see above):

- Minimum to maximum value: £5 to £150 (£100 for physical card)
- Card can be emailed to the purchaser or volunteer to then use in store.
- This can be redeemed in store printed or on a phone screen. It cannot be spent online.
- Cards cannot be topped up, but can be used until all the money on the card is spent.
- Card balance can be checked by phoning 0345 0757757.
- Helpline number: 0800 50 55 55
- <https://www.tescogiftcards.com/>

Waitrose: <https://rapid.waitrose.com/support/faq>

Waitrose has announced that they will prioritise elderly, disabled and vulnerable customers whenever there's a queue outside the store.

Payment options for volunteer shoppers (see above):

- Minimum to maximum value: £10 to £500
- Cards can be emailed to the purchaser or volunteer to use.
- Cards can be used online or in store
- Helpline Number: 0330 123 0350
- <https://johnlewisgiftcard.com/>

Other resources:

Advice on social distancing from Henshaws – eleven top tips:
<https://www.henshaws.org.uk/top-tips-for-social-distancing-if-you-are-blind-or-visually-impaired/>

RNIB has a comprehensive guide to supermarket shopping during the coronavirus pandemic, including key information for each of the major supermarkets:

<https://www.rnib.org.uk/connect-community/connect-news-and-stories/essential-supermarket-information-and-updates>