

Visual Guide for COVID-19 Mutual Aid

This is a visual guide to stop the spread of COVID-19 while helping your community.

Act like you've got it, anyone can spread it.



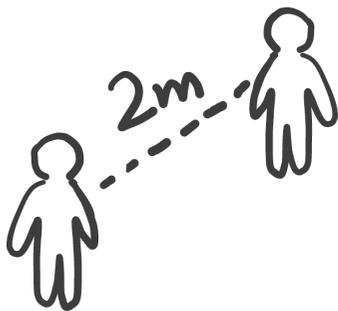
Don't volunteer if you are feeling unwell, should be in isolation yourself or are under 18 years old.



Let someone else know where and when you're going to be.



Treat all surfaces as contaminated. Wash your hands with soap often and do not touch your face.



Keep 2 meters from everyone and wear a mask or scarf to cover your mouth.



Don't enter anyone's house.



Don't pass on any personal information of your neighbours.

COVID-19 Mutual Aid: Getting support

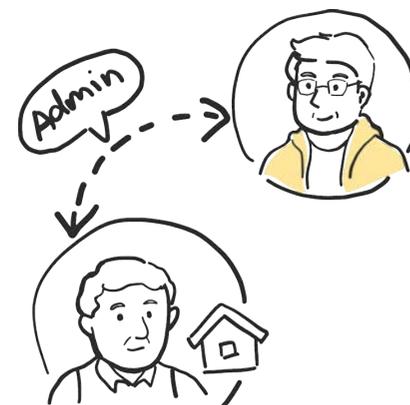
Contact your local Mutual Aid group

Find your local group: <https://covidmutualaid.org/local-groups/>



The group will match you with a local volunteer

Let them know if you need anything else: someone to talk to, collect prescriptions, walk your dog or anything else, they'll try to help or signpost you to someone who can.



Sort out the details

Talk about the different shopping options, when do you need the shopping by? Do you have a preferred local store? Remember, there is a £30 top limit.



Shopping options

If you can, buy over the phone or online on your local shop.

A local volunteer will collect your shopping for you and deliver it to your doorsteps.



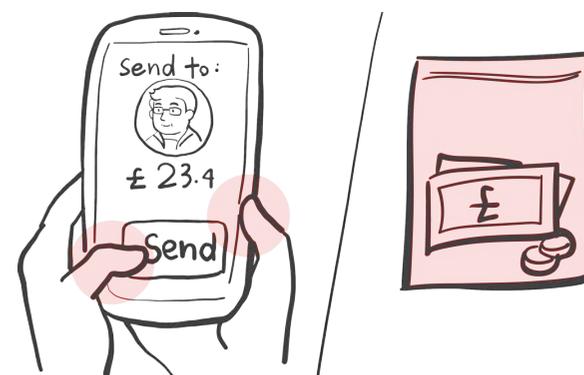
If you can't, a volunteer can do the shopping for you and pay upfront.

Do you have a preferred local store? Do you have a shopping list ready? Are you ok with substitutes?
Any food allergies or dietary requirements?
Where should the volunteer leave the shopping?



How will you reimburse the volunteer?

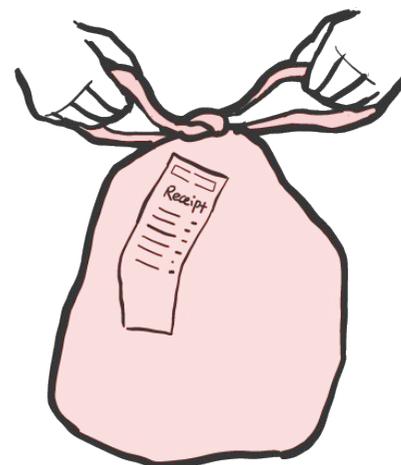
Bank transfer to the volunteer's personal bank account is the preferred option. If cash is the only option **treat cash as contaminated. No change given.**



Your local volunteer gets the delivery



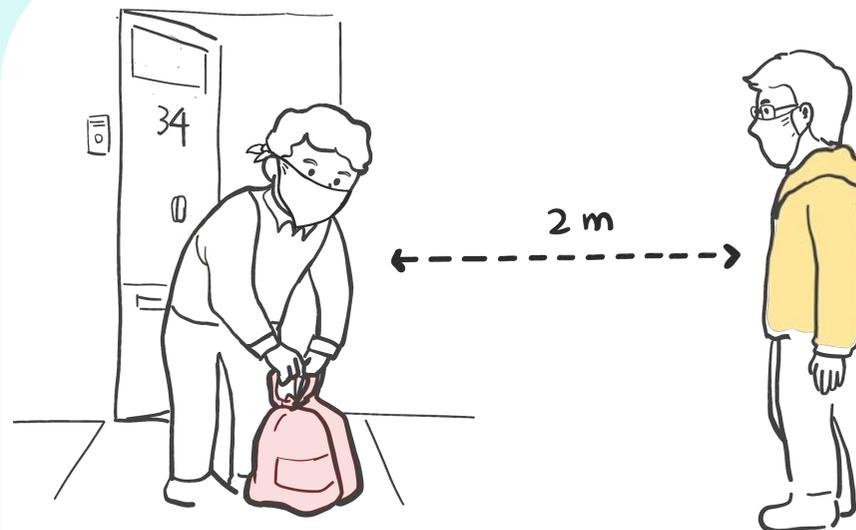
Your local volunteer will avoid crowds, wear a mask and use bags that you can dispose.



Your local volunteer will take a picture of the receipt, bag it, and close the bag with a knot.



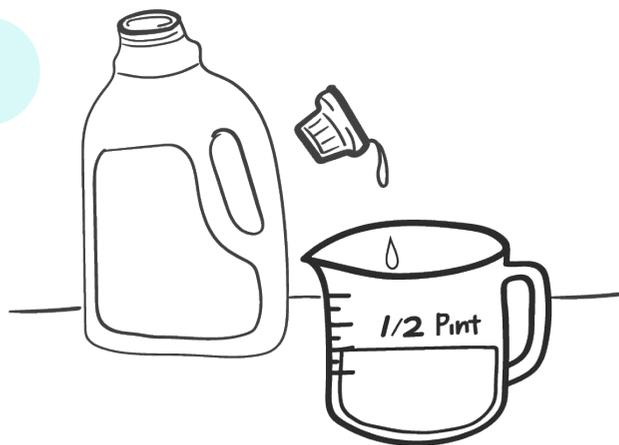
The volunteer will call before leaving the shopping at an agreed location. Do you prefer the volunteer to stay 2 meters away or leave you alone for a moment?



The volunteer will leave the bags by your front door. Now you can collect your shopping. Only speak if you are wearing a mask.

Unpacking the delivery at home

1



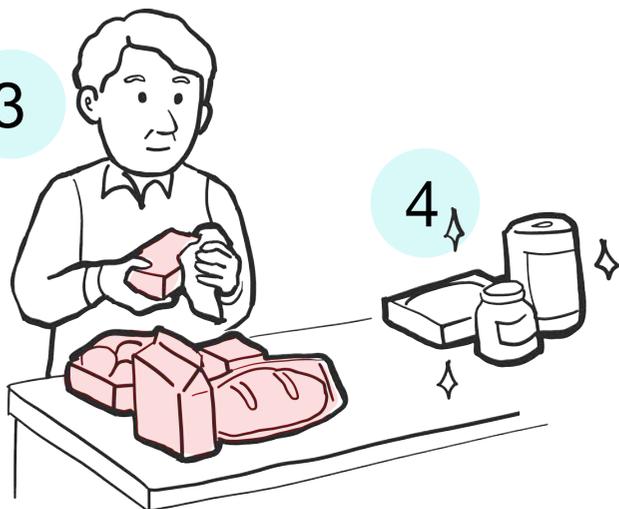
1. Prepare a mix to disinfect: Add 1 teaspoon of bleach to half a pint of water. Get also both a wet and dry cloth.

2



2. Prepare the counter: Clear two areas in the kitchen to unpack and disinfect the shopping.

3



3. Put the shopping items on one side, spray the mix over and leave it act for 1 minute.
4. Wipe each item dry and place them in the clean area of the counter.

6



5



5. Bin the bags and the receipt.
6. Wash your hands.

7



7. Store your shopping.

Paying the Volunteer



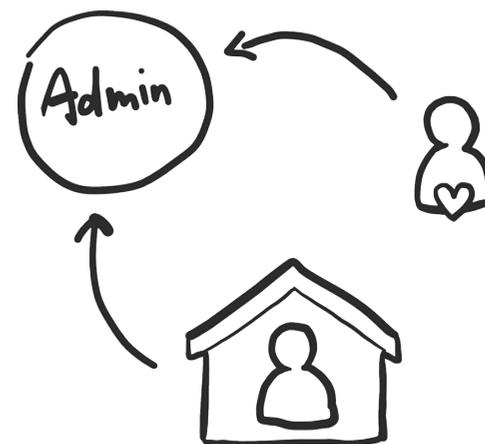
Don't forget to transfer the money to the volunteer's bank account, and call or text to say thank you.



If paying with cash, put it inside an envelope by your front door. The volunteer will collect it when you close the door. No change given.



Volunteer, remember to wash your hands, disinfect your mobile phone, have a shower, and put on new clothes.



Let the admin know how everything went.

Visual guide to stop the spread while helping your community

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<https://bit.ly/visualmutualaid>

food_delivery_v1_EN-UK issued 13th April 2020

Sources:

QueerCare (2020a) *Delivering items to someone who is immunocompromised protocol*—Queercare. <https://bit.ly/39XKvR1>

QueerCare (2020b) *Delivering items to someone who is (potentially) infected protocol*—Queercare. <https://bit.ly/2wuRCmo>

Rotherhithe Covid-19 Mutual Aid Group (2020) Facebook. <https://bit.ly/2JYDVzc>

Liang, T (2020) *Handbook of COVID-19 Prevention and Treatment*. The First Affiliated Hospital, Zhejiang University School of Medicine (FAHZU).

Stephen, Park, and Woo-Ju Kim. (2020) *You Need To Listen To This Leading COVID-19 Expert From South Korea | ASIAN BOSS*. <https://bit.ly/2JXE3yY>