



Welcome to the Shopper Next Door Match Program

Thank you for signing up for a Shopper Next Door Match. Before you begin contact with your match, we want to cover protocols for contact. This is to ensure the safety of all parties. Please read the information below and reply to our email and affirm that you have read, understood, and will adhere to all protocols. See a full, comprehensive best practices guide [here](#).

For High-Risk Recipients:

- Maintain social distancing best practices with your matched volunteer. This means no physical contact, maintaining a space of at least 6 feet between you and your match, and not sharing an enclosed space with your match. This means no in-house deliveries.
- Wash your hands before receiving groceries, medication, mail or any other item delivered
- Wash your hands immediately after receiving any delivery and wipe down any hard surfaces that may have been touched (medication bottles, tops, canned goods) with a disinfectant wipe or spray. Isopropyl alcohol (70%) can also be used
- If possible, have things delivered to your front porch with no contact. If you have severe mobility issues and need items placed on a counter or table, please distance yourself from your volunteer (see first bullet) and wipe down surfaces after they leave. Try to avoid in-house deliveries due to risk of contagion. Items can be delivered in multiple smaller bags to avoid weight issues
- Maintain privacy: When in contact with your volunteer by phone, email, or in person, please do not reveal any personal information that could put you at risk – social security number, credit card numbers, or any other private information

For Low-Risk Volunteers:

- Maintain social distancing best practices with your matched recipient (see above)
- Wash your hands before picking up groceries, medication, mail or any other item you will deliver
- Wash your hands immediately after delivery or use hand sanitizer if soap and water are not available
- Deliver to front porches unless your match is severely physically disabled and needs assistance with bringing heavier items in. Avoid entering the home if at all possible and consider putting items in multiple bags to make it lighter and easier for a disabled person to lift. If entering the home is absolutely necessary, touch nothing in the house and maintain a distance of 6 feet between you and your match.
- Notify us immediately if ill: If at any time you develop symptoms of illness (low or high fever, sore throat, runny nose), notify us so we can provide a symptom-free volunteer for the recipient.
- Payments: If your recipient pays for goods with a check, please ask them to put it in an envelope. Pick up the envelope with gloved hands and put aside for 24 hours to avoid contagion. Avoid cash if possible. Electronic payment methods like Venmo are the best solution if possible.