

RYE MUTUAL AID

Mutual Aid Group for Rye and surrounding area

PAYMENT & LOCAL COLLECTION-ONLY SCHEMES

Many shops are now offering online or on the phone payments. Please see list of local offers on our website at www.ryemutualaid.org/local-offers

For the safety of our volunteers and their onward contacts, **we advise against handling money or cheques** in either direction. Receipts can be left on top of shopping. This may prove a challenge with those who do cash-only.

When first taking a request from a resident, dispatchers agree payment methods before passing the request to the volunteers and try to establish the most adequate payment method. Dispatchers will encourage residents to use the shops and businesses that offer on the phone or online payments, so volunteers do not have to deal with money.

Such schemes include for example:

Costcutter take payments over the phone (Mon-Fri 8am-4pm), prepare the bag of shopping and the resident can collect (*with our help if necessary*)

The shop in Camber takes payments over the phone, prepares the bag of shopping and the resident can collect (*with our help if necessary*)

Jempson's are offering a home delivery service. Telephone 01797 230214 and leave contact. Jempson's will phone back and take your order. Go to their website, insert order data and payment card or Paypal. Await delivery.

The Deli, Salts Farm Shop, Jamie's Butchers Winchelsea and many local shops offer payment over the phone and free local delivery.

Many pubs and restaurants are offering takeaway menus or delivery services. Please see website for up to date offers: <https://www.ryemutualaid.org/local-offers>.

DO NOT use the recipient's payment card.

These are ideas and suggestions about payments for the shopping done on behalf of the recipients, as shared by other Mutual Aid groups:

If residents are not able to use any of the local offers from businesses and shops (with own home delivery system or using us for delivery), they or their family member can pay:

- The subgroup or a contingency fund. The volunteer does the shop and provides copy of receipt to the subgroup financial admin for payout
- The volunteer (Paypal).

Only as a last resort.....

The volunteer can pay upfront (contactless best to avoid touching any money or buttons) and gets reimbursed by the recipient at delivery (cash or cheque placed in a closed envelope with amount written on it).

If you are to receive payment from a recipient, please make sure that you take extra precautionary measures, as described in 'Going to the shops' guidance.

The volunteer collects money (cash or cheque placed in a closed envelope with amount written on it), they hand over the envelope to pay for the shopping, the change is put back in the envelope together with receipt and resealed by the shop attendant.

Volunteers may take a photo of the delivery before ringing the doorbell as proof that it happened and to protect themselves from potential accusation.