

„Nachbarn helfen“

(„Neighbors helping each other“)

Information for volunteers

Please only offer your help if you are healthy, you are not part of a risk group and you do not show any symptoms of a corona infection.

Shopping (groceries and pharmaceuticals)

Only get in touch with the person you are helping via phone and discuss all questions both before and after shopping.

Please clarify exactly what is need and cap prices for shopping. Please only buy what you are asked to – if something is sold out, reconfirm with the person you are helping via phone how to proceed. Limit your shopping to 10 items only. Only go to one grocery store or pharmacy.

Please note: Make sure to keep the receipt for anything you buy. Take a picture of the receipt – so potential misunderstandings can easily be clarified later on.

Please ensure short and minimal contact with the groceries and the receipt and if possible, wear disposable gloves.

Transport

Do any shopping by bike, foot or car. (Please be aware that any trips with your private car for your volunteering activities are at your own risk.) Refrain from using public transportation to limit the risk of infection for yourself and others.

Handover of groceries

Avoid personal contact and leave the groceries together with the receipt at a safe distance of the front door.

Payment

At this point, we recommend the use of cash: The money for groceries (estimated amount rounded up and rather too much than too little) and a written shopping list are deposited in an envelope and are left outside the front door. The change is returned in the same way in an envelope after the shopping.

Please note: Under no circumstances should ATM, credit or health insurance cards be handed over or accepted! Social services of the city administration of Mülheim have implemented a service for this situation – Please contact us!



Please avoid any physical forms of gratitude such as shaking hands, hugs or other kinds of physical contact. Conform to sneezing and coughing recommendations (use disposable tissues once only, cough or sneeze on your elbow).

Information by the local health authorities: www1.muelheim-ruhr.de/corona-virus

Multilingual information about the Corona virus: www.muelheim-ruhr.de/cms/corona-virus_mehrsprachige_informationen.html