

Getting Food During Alert Levels 4 and 3

During Alert Levels 4 and 3, we will all still have access to essential services such as getting food from supermarkets and dairies.

The following information tells you:

- where you can get food while we are at Alert Levels 4 and 3;
- how you can get the food that you need if you are not able to leave your home ;
- where to get help if you can't find or afford food.

Getting food

If you are in the high-risk group, you should not go out to buy food.

As long as you are not in the at-risk group and feel well, you can go out to buy food.

If you:

- Usually go to the supermarket yourself ;
- Are not feeling sick;
- Are not at risk from COVID-19 because of other health conditions ;
- Are younger than 70;

you can go to the supermarket instead of shopping online. Going to the supermarket will make the deliveries less busy so that people who cannot go to the supermarket can have their groceries delivered.

Here are some simple tips to follow when you go to the supermarket:

- Supermarkets are open. Most supermarkets are only letting a small number of people in the shop at a time, so you might have to wait outside for a while .
- Some supermarkets might only let one person per house come inside at a time.
- You may want to choose one person you live with in your bubble to be responsible for going out to buy food for the household so that there are fewer people out in public.
- The person who does the shopping should wash their hands for at least 20 seconds with soap and water and dry them thoroughly before and after shopping. The person should also make sure that they don't touch their face while they are out of their house.
- So, if you are shopping with your support worker, you will need to explain your support worker assists you with your shopping.
- Be kind to essential workers and other people who are shopping at the same time as you.
- Bring a shopping list with you, so it is easy to shop quickly.
- If you have a credit card or EFTPOS card, it is safest to use this to pay. PayWave is the best. Try not to use cash.
- Once you have paid for your groceries, try to move your trolley to a quiet space away from other people while you put your groceries in bags.
- Only touch things if you are going to buy them.
- If you like, take a soapy towel in a small container with you to the supermarket. You can use this towel to wipe your trolley or basket handles.
- When you get home, take your fruit and vegetables out. Rinse them in soapy water, then rinse them in clean water to wash off the soap.
- Use a clean soapy towel to wipe the things in packages, then dry them.
- Wash your hands before and after you shop.

How do I get my groceries if I can't leave home myself?

Some people are more likely to get very sick if they get COVID-19. You are more likely to be affected and are at risk if you are over 70 years old, or have health conditions such as compromised immune system.

Health conditions that make COVID-19 more dangerous include a weak immune system, liver disease, cancer, kidney disease, heart disease and diabetes mellitus, pregnant people or those on immunosuppressant medications. If you have one of these health conditions, you need to be extra careful to protect yourself against becoming sick, and this includes COVID-19.

If you are uncertain whether you have a health condition that puts you at risk, you can contact your usual healthcare provider and discuss this with them.

If you

- Are in the at-risk group;
- Are not able to leave your house to buy food;
- Are sick, or feeling unwell;

there are other some other ways you can get food:

- Supermarkets can deliver food in some areas. You can order groceries on your supermarket's website or contact your local supermarket to find out if they are delivering groceries and how to order. Priority delivery slots may be available for disabled people who need to use online shopping.
- Some local shops and dairies may deliver groceries. You can contact your local shop or dairy to find out if they are doing any deliveries.
- Food bag or food box services are still open, and you can have these delivered to your home.
- If you get Meals on Wheels, this service is still operating.

Can I get other people to help me with my groceries?

- If you:
 - ✓ Are in the at-risk group;
 - ✓ Are not able to leave your home to buy groceries;
 - ✓ Are sick or feeling unwell;you can ask someone else to do your shopping for you.
- If you use a support service, a support worker may be able to do this. Check with your service provider about whether you can access support with your shopping from a support worker.
- You could ask a friend, family member or neighbour that you trust. If the person who helps you with your groceries is not part of your bubble, the person should not come into your house. You can ask the person to leave your groceries at your door, so you can bring the groceries inside once the person has left.
- If you can't get the groceries inside yourself, and the person delivering your groceries is not part of your bubble, you need to stay two metres away from the person. Two metres is about the length of a couch. The person should wash their hands before helping to put your groceries away. The person may also wear gloves and a mask.

If you get groceries delivered, then it's a good idea to wash and dry your hands after you have put your groceries away.

Wash your fresh fruit and vegetables carefully before you use them.

How do I get my groceries if I don't have access to the internet, or I have no one I can ask for help?

Remember you can contact your local Civil Defence Emergency Management Group if you need help getting your groceries, or you do not have enough money to buy food. You can call them from 7am to 7pm every day. The phone numbers are:

Northland	0800 790 791
Auckland	0800 222 296
Waikato	0800 800 405
Bay of Plenty	0800 884 222
Hawke's Bay	0800 422 923
Tairāwhiti	0800 653 800
Taranaki	0800 900 077
Manawatū-Whanganui	0800 725 678
Wellington / Wairarapa	0800 141 967
Marlborough	03 520 7400
Nelson	0800 50 50 75
Canterbury	0800 24 24 11
Chatham Islands	03 305 0033 Extension 715
West Coast	03 900 9329
Otago	0800 322 4000
Southland	0800 890 127

Who will help me if I can't afford to buy food?

Food banks are open. If you cannot afford to buy food, or no one is getting food for you, your local foodbank might be able to help. **You can call the phone directory on 018 to find out the contact number for your local foodbank.**