

Getting food during Alert Level 2

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This document covers information and advice for:

- where you can get food while we are at Alert Level 2
- 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.

Where you can get food at Alert Level 2

During Alert Level 2, food outlets including supermarkets, dairies, butchers, bakeries, green grocers, cafes and restaurants will be open for customers.

If you feel safe to do so, you can go out for food– as the risk is reduced at Alert Level 2. If you prefer, you can continue using things like internet shopping and deliveries.

As at all Alert Levels, when you do go out, you need to practice distancing (stay 2-metres from people you do not know) and practice good hygiene (avoid touching surfaces, hand washing, cough etiquette and wiping frequently touched surfaces). You should wear a face covering where physical distancing is difficult, such as on public transport or in supermarkets.

Cafes, restaurants and takeaways

Cafés, restaurants and takeaways are open during Alert Level 2.

Cafés and restaurants will be open for dining in and takeaway. All customers dining in must be seated, tables will be 2-metres apart, and there will be table service only.

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

If you are in the at-risk group, sick or not able to leave your house to buy food there are other ways to 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, unwell, or unable to leave your home to buy groceries, you can ask someone else to do your shopping for you. You can also order your groceries online through a supermarket's "Click and Collect" service and ask someone to collect 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
- You could ask a friend, family member or neighbour that you trust. If you can't get the groceries inside yourself, you can get the person delivering to come inside but you should stay 1-metre away from the person. The person should wash their hands before helping to put your groceries away. You may also want to ask the person to wear a face covering.

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?

If there is no-one who could help you with your groceries, you can contact your local Civil Defence Emergency Management Group. You can call them from 7am to 7pm every day. You need to contact the service which is where you live. 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	0800 141 967
Marlborough	03 520 7400
Nelson	0800 50 50 75
Canterbury	0800 24 24 11
West Coast	03 900 9329
Otago	0800 322 4000
Southland	0800 890 127
Chatham Islands	03 3050033. Then dial 715

If you have the internet but have no one you can ask to pick up your groceries for you, the Student Volunteer Army is still offering a grocery delivery service during Alert Level 2.

You pick your groceries and pay with your credit card, they then collect your groceries from a participating store and deliver them to your doorstep. You can contact them between 9am and 5pm Monday — Saturday on 09 801 2122.

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.**