

## Getting food and groceries during Alert Level 3

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

In addition, food businesses such as butchers, bakeries, green grocers, restaurants and cafes that are able to deliver and/or offer pre-arranged collection of goods bought online or by phone, will be open.

The following information tells you:

- where you can get food while we are at Alert Level 3
- how you can get the food that you need if you are not able to leave your home
- information on cafes' and fast food restaurants.
- where to get help if you can't find or afford food.

### Getting groceries

If you are in the at-risk group, you should make other arrangements to get food and groceries.

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

It is highly recommended that the person doing your shopping wears a face mask or face covering whilst outside of their house. They should wash their hands for at least 20 seconds with soap and water and dry them thoroughly after shopping and or putting the items away.

Supermarkets are open. Most supermarkets are only letting a small number of people go inside at one 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. So, if you are shopping with your support worker, you will need to explain your support worker assists you with your shopping. When you are at the supermarket or waiting to go in, you need to stay two metres away from other people, unless you are with someone from your bubble. Two metres is about the length of two supermarket trollies. Supermarkets might require or expect you to wear a face mask or face covering whilst inside.

Some dairies are open. You should call your local dairy to find out if they are open before you go out. Dairies will only let one person into the shop at a time, so you will have to wait for the person before you to finish before you go in. When you are at the dairy, you need to stay two metres away from other people, unless they are from your bubble. Two metres is about the length of two supermarket trollies. Some dairies will also require or expect you to wear a face mask or face covering whilst inside.

Some food shops such as butchers, bakeries and greengrocers are now offering deliveries and/or pre-arranged collection of goods bought online or over the phone. You can call your local shop to find out if they are offering these services.

## Cafes, restaurants and takeaways

Some cafes, restaurants and takeaways are open during Alert Level 3 for drive-thru, contactless takeaways and deliveries. You can contact your local café or restaurant to find out if they are open for deliveries or pick-up.

Cafes and restaurants remain closed for dining in.

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

If you are in the at-risk group, or not able to leave your house to buy food, or you are sick, there are 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, or 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 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. It is recommended that the person helping you wears a face mask or 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 7 am to 7 pm 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 offering a grocery delivery service.

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.**