

## SOME YORK TRADERS WHO OFFER HOME DELIVERY

Date: 27 March 2020

TRADER	CONTACT	PRODUCE	DETAILS
Harrison's ( York market)	01757633250	Fruit & Veg	Order Weds for delivery Friday
Neary's Butcher Clifton, York	01904 623128 <a href="mailto:enquiries@tonyneary.co.uk">enquiries@tonyneary.co.uk</a>	Meat	Please order by phone
R Kings	01904 763717 russkings@hotmail.com	Milk, eggs, cream, white & brown bread, fresh orange, concentrated apple & orange juice	Please check delivery area. No deliveries to Leeman Road area.
Wiltshire Farm Foods	01423 339 666 <a href="http://www.wiltshirefarmfoods.com">www.wiltshirefarmfoods.com</a>	Frozen ready made meals	Please see attached update
Holland & Barratt	<a href="http://www.hollandandbarratt.com">www.hollandandbarratt.com</a>	Vitamins, grains, pulses, soya mince, tea, nuts etc.	Please refer to website
Barnitt's	01904 625601 <a href="http://www.barnitts.co.uk">www.barnitts.co.uk</a>	Anything from their store	Please refer to website or tel
Fairer World York	<a href="mailto:fairerwrld@aol.com">fairerwrld@aol.com</a> text/phone 07877947793	Items in store.	Trading now closed. Please check website for updates or contact
M.J Roberts Boroughbridge Rd	01904 793440	Pharmacy and prescriptions	Please phone for details
Cohens Chemists 22 Gillygate YO31 7EQ	01904 642557 <a href="http://www.cohenschemist.co.uk">www.cohenschemist.co.uk</a> E:branch.329@mycohens.net	Pharmacy and prescriptions	Mon-Fridays only Please visit website or phone for details
Boots 43 Coney St YO1 9QL	01904 653657 <a href="http://www.boots.com">www.boots.com</a>	Pharmacy and prescriptions	Please refer to website or tel
Millies Bishopthorpe Rd YO23 1NA	07766313122 <a href="http://www.milliesyork.uk">www.milliesyork.uk</a>	Fruit & Veg, Dairy, Store cupboard items	Please refer to website or tel
Cross of York Fishmonger (York market)	01904 627590 <a href="http://www.crossofyork.co.uk">www.crossofyork.co.uk</a>	Fresh fish, some poultry, game in season	Please visit website or phone to check delivery area.

# “CORONAVIRUS UPDATE

*Added 9 days ago. 18 March 2020*

**We know that customers may be concerned about the impact of Coronavirus so we'd like to give you an update on our approach.**

As the country gets to grips with Coronavirus, we wanted to assure you we are making every effort to operate as normal and maintain a high level of service to you.

There are a few points you may wish to note:

## **Website**

We are currently experiencing a high volume of visitors to our website, you may therefore notice that things are a little bit slower than usual and confirmation emails take a little longer to reach you. Some of our outlets have also made changes to their cut off times for orders online, so you may need to place your orders a little earlier than usual during this time.

**We are only accepting orders from existing customers and the extremely vulnerable.**

We are working hard to ensure everyone has access to the items that they need and we are especially proud to serve older members of our community. Therefore, during this time of high demand, our priority is to make sure our existing customer base and those who are extremely vulnerable are able to get the food that they need.

**We are therefore not accepting orders from new customers at the moment so that we can prioritise delivering our food to our existing loyal customers and those who are extremely vulnerable.**

If you are an existing customer, please shop as normal. Thank you for your understanding.

## Extremely Vulnerable

There was a further announcement from the Government regarding 'shielding' the extremely vulnerable. Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction between themselves and others. The NHS in England is directly contacting people with these conditions to provide further advice, which includes not leaving the house, even for food shopping.

If you have received a letter from the NHS and have been identified as extremely vulnerable, we will do our very best to help you by delivering delicious frozen ready meals to your door. Please [click here](#) to find out more and to place an order.

## Phone Calls

We are currently dealing with an exceptionally high volume of calls and there may be a delay answering your call. For this we thank you for your patience.

## No-Contact Delivery

The Government has advised stringent social distancing measures for those over 70 or with underlying health conditions. This means to significantly limit face-to-face interaction with others. We understand this is going to have a considerable impact for many of our customers and we are here to help you. Protecting our customers and our team remains our top priority and we are now giving all customers the option of 'no-contact delivery'. Therefore, if you would prefer your order to be left on your doorstep rather than placed in the freezer, please advise your local team when ordering. They will talk you through how this process will work for you. Alternatively, if you order online you can let us know your preference in the 'Delivery instructions' box during checkout.

If you still require the driver to enter your home and put the meals in the freezer for you, they will continue to do this but where possible maintain a 2-metre distance as per Government advice. They will continue to help you as much as possible.

We are following all Government and health guidelines on Coronavirus and will update you as the situation develops.

We are very proud of the food and service we provide our customers and want to continue to support you in any way we can. If you have any further questions or require special assistance, please call your local team."

\*\*\*\*\*

## AGE UK YORK

[www.ageuk.org.uk/york](http://www.ageuk.org.uk/york)

*Extract from website:*

### “Age UK York Covid-19 Update

Age UK York’s priorities during the COVID 19 pandemic are to ensure we continue to support older people in the city. We will focus on ensuring older people are safe, have access to necessities and ways to overcome social isolation. We will deliver our services in ways which minimise the risk to the health of service users, staff and volunteers.

No older person in York is alone in facing this situation. You can contact us on 01904 634061. We are refocusing our efforts on essential services such as our shopping service, extending our telephone information line hours and hospital transport provision.

At the moment our urgent need is for donations to support our efforts, due to loss of shop revenue. You can donate to support our COVID19 effort here. We are unable to take on new temporary volunteers although we encourage those who have elderly isolated neighbours to make contact and offer support or connect with other support groups in your area.

[Full statement here](#)

You can make a [donation](#) here.

We have a [page](#) here where we will be publishing updates and advice

Be Scam Aware - there are reports of many scams at the moment. We have a link to our scam awareness page [here](#).

[Government Guidelines are here](#). You can download a Neighbourly Volunteering form [here](#).”

Just below this there is a video: [Neighbourly Volunteering/ Age UK](#)

\*\*\*\*\*

