

## **Important information for citizens and volunteers regarding the help organization for people at risk – “Krefeld solidarisch - Jugend hilft!”**

The closing of public spaces is a great inconvenience for everyone. Elderly people and people of generally compromised health through immunodeficiencies or other sicknesses are especially at risk right now and can find themselves in a tight spot. Shopping for groceries, medication or other necessities can become nearly or even completely impossible for these individuals.

A network of youth groups, social workers and other volunteers from Krefeld wants to support those people during these testing times.

If you, a person that lives in Krefeld and is part of one of the groups of at-risk-people that were mentioned above, should need help with shopping for necessities, you can call one of the listed places. Please choose the one closest to where you live.

1. Call the phonenumber of the volunteer group closest to you
2. Tell them your full name, your phonenumber, your home address, your shopping list and your budget. (Volunteers will not make any purchases above 30€)
3. If you require a delivery of beverages it has to be taken care of separately. Ask the volunteer on the phone how to proceed.
4. Be patient while the volunteers get your things. Not all articles are always available, please be considerate if the volunteers are unable to get any of the items you asked for.
5. When the volunteers arrive at your place they will (if possible) tell you how much money they spent via intercom. The receipt will be included in your bag of purchased items.
6. Please put the correct amount of money in an envelope to minimise the personal contact through change.
7. Please put the envelope with the money on the ground in front of the door. The volunteers will put your bag of things there and take the envelope with them.

Please take into consideration that, if many people require help, your purchase might take up to one business day. Try to stick to only basic necessities when you make your shopping list. Only take advantage of this offer if you really are endangered through previously existing health conditions.

Our team of volunteers and social workers will try their hardest to take care of your request.

To keep up our city-wide network we ask all volunteers, social workers and other social institutions as well as stores and other product providers to call 02151-863354 or send an e-mail to [jugendhilft@krefeld.de](mailto:jugendhilft@krefeld.de) if interested in helping out.

Yours,

"Krefeld solidarisch - Jugend hilft!"