

## **New Galloway Community Shop**

### **COVID-19 : Latest arrangements with effect from Monday 23rd March**

We are changing our opening hours and shopping arrangements to address a sudden staffing shortage and to reduce contact time between our remaining staff and customers. Two of our staff are self-isolating on medical advice because of underlying health concerns.

#### **Our new opening times are 9.00 - 11.00, Monday to Sunday.**

The usual self-service in the shop will be replaced by a traditional counter service between these hours.

There will be an expanded ordering service both for customers to collect and for delivery to those who are self-isolating. See details below.

We realise these changes may cause inconvenience but they are designed to improve the resilience of the service, protect our staff and customers, and hopefully secure a viable local shop throughout this crisis.

We hope we can rely on your support and cooperation in these difficult times.

#### **Here are the arrangements for placing orders:**

Orders can be:

- handed into the shop or left in the mailbox at the front door.
- or submitted by phone. Call 01644 420620 between 9.00 and 3.30
- or emailed to [shopteam@newgallowaycommunity.shop](mailto:shopteam@newgallowaycommunity.shop)
- You can collect an order form from the shop or download one from our website: <https://newgallowaycommunity.shop/>

Completed orders can be collected from the shop at agreed times between 9 and 3.30 or will be delivered by volunteers to those within the New Galloway & Kells area who are self-isolating.

If you wish to volunteer to help in any way please email [ngcommunityshop@gmail.com](mailto:ngcommunityshop@gmail.com)

Please note that you will see staff and volunteers working in the shop outwith the 9-11 opening hours. They will be completing orders, unpacking deliveries and stacking shelves as well as completing increased cleaning regimes. Our aim is to protect customers and staff by separating activities normally carried on at the same time in close proximity in the shop.

