



Framlingham Covid-19 Response Plan

Neighbour Cocoon Volunteer Guide

THANK YOU!

Firstly, thank you for volunteering to help the Framlingham community. By registering with **support@framlingham.com** you have volunteered to support the **neighbourhood cocoon scheme**. Our phone number is: **01728 720183**
Please note that Hour Community has a separate volunteer scheme.

WHAT IS A COCOON?

Our Covid-19 response plan divided Framlingham into 10 areas, and each area is sub-divided into mini areas also known as Cocoons. In each Cocoon we hope that neighbours will be able support each other through this crisis, and there are lots of examples of neighbours helping each other.

I AM A COCOON VOLUNTEER – WHAT SHOULD I DO?

You are there to help the people in your Cocoon as much as possible. Each area has a co-ordinator who will help and provide you with instructions and information.

As each Cocoon has a different mix of people the tasks could differ, but we think the main things are:

- a. Being a point of contact for the neighbours in the Cocoon providing reassurance during this stressful time. This means letting your neighbours know who you are and how they can contact you by phone and/or email.
- b. Shopping for food and collecting prescriptions for your neighbours. Medicines should be **ordered** on-line and **collection** requires suitable ID e.g. Hour Community ID card
- c. Identifying which are the vulnerable households: single, elderly, sick, other underlying health issues, loss of income, no internet etc, and being available for phone chats.
- d. Personal / Social care issues (these can not be passed to the Hour Community) Phone the Care Provider first to see what backup is available. If that fails email **Customer First** at Suffolk County Council: **customer.first@suffolk.gov.uk**. If it is a social care crisis phone: **0808 800 4005 - children**, or **0800 917 1109 - adults**.



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VERY IMPORTANT NOTICE

PLEASE **DO NOT** TAKE CREDIT CARDS AND PIN numbers of residents, you should never share your pin number. If you cannot arrange reimbursement by cash or bank transfer, then pass the query to Hour Community.

HOW DOES THE LOCK-DOWN AFFECT ME?

You have been asked to stay at home during the lockdown. You are permitted to go shopping and collect prescriptions but always observe the key rules:

- a. Wash your hands for at least 20 seconds
- b. Wear gloves and masks if you have them
- c. Keep your social distance - **at least** 2 metres. This means that you do not hand medicines or foods to your neighbours. You should knock on the door and then stand back **at least** 2 metres.
- d. Keep any time away from home to a **minimum**

If you have concerns about the lock-down, please discuss issues with your Area Co-ordinator. You are a volunteer and you **do not** have to do anything you are uncomfortable about.

WHAT ABOUT THE THINGS I CAN'T DO?

Don't worry, you are not alone. **Hour Community** is there to do the things you can't do. We don't want to overwhelm Hour Community, so we encourage Cocoon volunteers to try and **fix the problems locally**.

You can pass the following things to the Hour Community:

1. **Shopping/food order collections.** If you can't go shopping for any reason, then please contact Hour Community.
2. **Collect prescriptions.** Hour Community provide a daily delivery service collecting prescriptions from the Pharmacy
3. **Paying for food/medicines.** The Coop will not take cash and you cannot pay on-line. In some cases, neighbours will be happy to buy the shopping and then arrange to get the money back from their neighbour (or perhaps a relative of the neighbour). If this is difficult then Hour Community are happy to do the shopping and have a range of ways to pay.
4. **Emotional support calls.** The Worry Tree can provide daily calls for those who are feeling vulnerable or isolated.
5. **Transport to hospital or surgery.** If a neighbour needs to get to the surgery (e.g routine check-ups) Hour Community do this.

To comply with health and safety requirements there are set procedures when volunteering for Hour Community services