



Framlingham Covid-19 Response Plan



How do Cocoon Volunteers work with the Hour Community?

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

To volunteer for the Hour Community you will need to register with them directly, and you will be provided with a photo ID, and instructed on how to keep safe when in contact with other people.

They can be contacted at **admin@hourcommunity.co.uk** or **01728 440511**.

The volunteer centre is operating from a hub at the rear of the Crown and is manned from 10am to 1pm.

COCOON VOLUNTEERS - SHOPPING PROCESS

Neighbours organising to collect shopping themselves:
(other than through Hour Community)

1. Please protect yourself in terms of gloves etc.
2. Try to avoid handling cash unprotected where possible & please remember not to take a card from anyone to withdraw cash or pay for shopping
3. Retain receipts from shopping to give to neighbour with any change
4. If resident has no cash at home, it might be best to organise the shopping through **Hour Community** at **01728 440511**. They can assist, see procedure below.

HOURLY COMMUNITY VOLUNTEERS - SHOPPING PROCESS

1. Hour Community Volunteers contacted by Penny at the Hour Community to ask whether any are available
2. **Remember to wear your Hour Community ID card** - the volunteer then goes to the Crown to collect a shopping form, which includes the recipients address, and cash (in a plastic bag with protective gloves)
3. Hour Community Volunteer does the shopping, delivers to the address and returns to Penny the following:
 - a. the shopping form and receipt
 - b. any remaining change from the cash paid by the resident
 - c. a cheque made payable to: Hour Community



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4. Shopping from Framlingham Co-op and butchers (orders and deliveries) ordered by 1pm will currently be delivered within 24 hrs (unless otherwise agreed)

COCOON VOLUNTEERS - MEDICATION COLLECTION

Where possible we would like volunteers to collect prescriptions for their neighbours. If this is not possible, the Hour Community provides a daily delivery process.

1. Orders and payments must be on-line where possible.
2. Where funding is required (e.g. for non-prescription items) try and agree a method of payment and reimbursement with the resident. If this not possible then please pass to the Hour Community.

HOUR COMMUNITY VOLUNTEERS - MEDICATION DELIVERY PROCESS

The Hour Community will make prescription and other emergency medication collections (and delivery) from Framlingham pharmacy (will need to be ordered online).

Please call (01728) 440511 or email admin@hourcommunity.co.uk.

HOUR COMMUNITY VOLUNTEERS - MEALS ON WHEELS

Meals on wheels order should be directed to The Crown Hotel

phone: 01728 440522

email: frammealsonwheels@gmail.com

Menu options:

please see updates at <https://www.facebook.com/crownhotelfram>

Payment is on-line

Order between 9am-1pm for next day delivery between 12-2pm:

1. Hour Community Volunteers will be contacted to ask whether any are available
2. **Remember to wear your Hour Community ID card** - volunteer then goes to the Crown to collect meals in large black container along with address of resident
3. Volunteer will deliver meals and return large container to The Crown along with any washed-up food containers for re-use.

date: 30/03/20