



## Framlingham Covid-19 Response Plan

# Neighbour Cocoon Volunteers Shopping / Delivery / Payments

## SHOPPING PROCESS

### Volunteers collecting shopping for their neighbourhood Cocoon:

1. Please protect yourself in terms of gloves etc. Please follow government advice to stay safe during lock-down
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** or **admin@hourcommunity.co.uk**. They have volunteers who can assist

## 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.

## 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.

**date: 30/03/20**