



## Neighbour Cocoon Volunteers - a simple guide

### Cocoons

**This is the homes you are looking after - check with your Area Co-ordinator**

### Key tasks

- ✓ Key contact for your neighbours
- ✓ Reassurance for the vulnerable and isolated
- ✓ Shopping
- ✓ Prescriptions
- ✓ Fix locally - take pressure off Hour Community

### Lock-down

- ✓ Wash your hands
- ✓ Wear gloves and masks if you have them
- ✓ Keep your distance - at least 2 metres

### Hour Community - there to help

- ✓ Daily prescription delivery service
- ✓ Shopping
- ✓ Meals on wheels
- ✓ Regular emotional support calls

### Communication

- ✓ Check [framlingham.com](http://framlingham.com) regularly for the latest updates



## Framlingham Covid-19 Response Plan

# Neighbour Cocoon Volunteer - a more detailed guide

## THANK YOU!

Firstly, thank you for volunteering to help the Framlingham community. By registering with [support@framlingham.com](mailto: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 parallel and centralised volunteer scheme which we are partnering with.**

## 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.

## 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.



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### 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.

#### **Personal / Social care issues 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](mailto:customer.first@suffolk.gov.uk). If it is a social care crisis phone: **0808 800 4005 - children**, or **0800 917 1109 - adults**.

**To comply with health and safety requirements there are set procedures when volunteering for Hour Community services - see the details below:**



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## How do Cocoon Volunteers work with the Hour Community?

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](mailto: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. 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**. They can assist, see procedure below.

### HOUR 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.

### **HOOR 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**.

### **HOOR 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: 31/03/20