

From community response to the Coronavirus: Emergency Food Parcels

Collecting and delivering FTC emergency food parcels

- All volunteers arriving at the agreed location should remain in your car until called forward.
- Only one person at a time will be issued their food bags for delivery along with the address and telephone number of the recipient.
- The driver must approach the collection table with gloves on and face mask and keeping a 2-meter distance from the table until the parcel issuer has placed the bags and stepped back from the table.
- Each food parcel will consist of 2 bags (and/or box) with the recipient's details stapled on to the bag. Please do not remove this tag for security purposes, it can stay on the bag when going into the house
- Once you arrive at your destination, place the food parcel on the doorstep, step away at least 2 metres from the door and ring the telephone number to let them know it has arrived and wait for them to take indoors. Please do NOT accept any cash. Any monies owed will have been taken via the phone.
- If there is no answer after 10 minutes, please return the parcel to the Cheese and Grain. If you can, please check through the windows to ensure an emergency hasn't occurred. If you feel you need to ring the emergency services, please do and then call us on 01373 465757 to highlight the situation.

Guidance for packing FTC emergency food parcels

- Observe social distancing rules while collecting food. Shopping will be pre-ordered and ready collect from a safe place.
- Continue to observe social distancing rules while inside the FTC HQ.
- Wash hands regularly.