



# FOODCYCLE CORONAVIRUS RESPONSE

## Check-in and Chat call guide to Returning to Cooking and Collection

### **When and why is FoodCycle stopping delivery?**

COVID-19 took us all by surprise, and the amazing network of volunteers sprung into action to ensure that our guests were not adversely affected by the lockdown measures. The delivery service was set up as an emergency response, and we have done a fantastic job in a very short period of time. This however is not our model as a charity and is not a sustainable long-term solution. We are passionate about community dining, and creating amazing meals out of food waste, and are taking all the steps to get us back to normal and what we do best.

We will be phasing out the delivery service in different projects over the course of the next 3 -4 months. Each project will be updated and trained by Regional Managers individually when the switch over will be taking place and all guest will be informed in advance of any changes.

### **What will happen to guests who do not want to come and collect?**

Where possible, sign-post guests to other services that they can access if they do not wish to collect from our project. You will be updated on your call log details of any projects transitioning to Cook&Collect with access to the sign-posting documents.

### **What will happen to guests' Check-in and Chat calls?**

The transition to Cook&Collect doesn't affect their Check-in and chat calls.

### **What should I tell the guests when I call them?**

During you Check-in and Chat call, inform them they will be able to start collecting cooked food at their local FoodCycle Project. If they confirm they will be attending, simply let us know by ticking the new 'Agrees to collect' box. You can also let them know they will be receiving a text message and flyers to confirm their deliveries are stopping. If they would like to contact FoodCycle they can do so by contacting head office on 020 77 292775 or email [projects@foodcycle.org.uk](mailto:projects@foodcycle.org.uk)

### **How do I find out which Projects have now transitioned to Cook&Collect?**

You can find that information when you click to view guests call details before logging your call. We have included information on projects which are no longer delivering but offering Cook&Collect; upcoming projects set to stop delivering and move to Cook&Collect; date, times and locations of each Cook&Collect project.

By clicking on the project, you will be able to view sign-posting documents which you can use when speaking to guests who are unable to collect meals.

## POSSIBLE GUEST QUERIES:

### **Do you know of other services that I can access as I live too far away to collect?**

You can use the sign-posting document: on your assignment details page, click on the area you wish to view to download the document.

### **What food will I be receiving?**

You will receive a free vegetarian cooked meal and any additional surplus food we have that we haven't used in the cooking.

### **Can I collect food for other people?**

If you have more than one person in your house, you can collect food for them too. You will need to let volunteers know in advanced that you would like this to happen when you attend your first Cook&Collect session. One person from the household should be collecting these items.

### **I get lots of shopping now, will this be the same amount?**

It will vary each week depending on what is donated and often there will be things that will come in addition with your cooked meal. If you feel that you need more support to access food here is the guidance.

### **Who else in FoodCycle can I contact to confirm this is happening?**

If the guests need to confirm with FoodCycle Staff that they will no longer be receiving parcels they can contact head office on 020 77 292775 or email [projects@foodcycle.org.uk](mailto:projects@foodcycle.org.uk). You can also let them know they will be receiving a text message and a flyer.

### **I don't have kitchen facilities (oven/fridge/microwave) can I still utilise this food?**

We will give out cutlery for all cooked dishes so that you can consume straight away, although you will need to do this away from the venue to adhere to social distancing rules. Please speak to your local project and volunteer may be able to look at the types of surplus you are given to fit your situation – however this won't always be possible depending on the food that is donated. If you need other sources of support for food please ask volunteer, or we can signpost you during this call.

### **I have Allergies / Dietary Requirements that I have mentioned on my referral will people cooking the food know these?**

Yes. All food made will be based on our guest referrals, so information regarding allergies and dietary requirements will be catered for. Unfortunately, we are unable to cater food preferences as volunteers do not have capacity to do so. All food will be labelled with allergy information when you take it away so you can also confirm that you have the right meal.

There will be some things that will never change, we will still be serving up delicious nutritious food created from food surplus and all our meals will be vegetarian like always. Where we have surplus food that we haven't cooked with, we will be giving this out to our guests however in-line with government guidance there will be a few extra things that all volunteers, guests and projects will have to do.

### **How are you keeping everyone safe?**

- **Extra precaution around hygiene, PPE and cleaning.** We will still follow all our food safety policies however we will be washing our hands even more, making sure busy areas are sanitized every time we use them. You will notice more signage and posters around the projects, signs of floors to mark distances, sneeze guards for volunteers handing out meals and hand sanitising stations for guests to use before collection.
- **Volunteer teams will be smaller.** This is to reduce the chance of infection; we won't be having as many people in the kitchen and we will be maintaining a 2meter distance where possible at all times whilst prepping food. We will also be making sure where possible we will be working side by side or back to back and never directly opposite someone, unless we are wearing a mask.

We will also not be having as many people hosting and welcoming our guests, we are able to do this by starting with a cooking and collection service.

- **We won't be sitting down with us just yet.** We cannot wait to get back to our community dining meals, however it's a little trickier for us to follow the guidance on the number of households who can dine together inside and the aim of communal dining where we bring strangers together to chat over food on a table. Due to this we will be cooking, and guests will be collecting cooked meals to take away. This is to ensure the safety of all our guests and volunteers, and to make sure we are complying with government guidance. This means there will be a queue for food and a bit like queuing when you go to the supermarket or shops you will need to maintain 2 meter distances between guests. There will be a volunteer out front managing the queue.
- **We will be storing Track and Trace Data.** It is now a requirement for us to store information for 21 days on anyone who was present at a session. This means that we will be continuing to use our guest referral forms for guest to come collect food. You will only be able to collect food if we have your details. We have the ability to add more people to our list, if you know of friends or family who might also like a free meal. This is so that we can help support NHS track and trace and alert anyone who has been at a project if there has been an outbreak of COVID-19.

### How is FoodCycle ensuring guest and volunteer safety?

We have completed risk assessments for our cooking and collection activity at every project and will be carrying out venue assessments prior to returning back to cooking for each project.

We have conducted a review on the additional equipment we will need to deliver our service safely, these include sneeze guards, hand sanitiser stations for guests, optional facemasks for volunteers who wish to wear them and guidance to wear these face coverings where a 2 meter distance is not possible to maintain.

### How do I raise a concern about hygiene practices, social distancing, or other COVID-19 related issues?

Contact your Regional Manager via e-mail or contact FoodCycle Head office 020 7729 2775 or [projects@foodcycle.org.uk](mailto:projects@foodcycle.org.uk)

Sophie Tebbetts Head of Programmes [Sophie@foodcycle.org.uk](mailto:Sophie@foodcycle.org.uk)

#### REGIONAL MANAGERS:

North West – Ian Winstanley	<a href="mailto:ian@foodcycle.org.uk">ian@foodcycle.org.uk</a>
North East – Harry Barham	<a href="mailto:harry@foodcycle.org.uk">harry@foodcycle.org.uk</a>
South West – Alex Hatherly	<a href="mailto:alexh@foodcycle.org.uk">alexh@foodcycle.org.uk</a>
London – Alix Guerber	<a href="mailto:alix@foodcycle.org.uk">alix@foodcycle.org.uk</a>
East – Nicola Young	<a href="mailto:nicola@foodcycle.org.uk">nicola@foodcycle.org.uk</a>
West Midlands – Sophie Tebbetts	<a href="mailto:Sophie@foodcycle.org.uk">Sophie@foodcycle.org.uk</a>