

Hello Community Champion

Over the forthcoming months residents will be reaching out to each other and local support networks for help. During these unprecedented times we have put this guide together for you so that you can be involved in your communities response for COVID-19.



Keep yourself safe

Remember to take responsibility for your own health through practising social distancing.

Social distancing is reducing the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

- **Avoid contact with someone who is displaying symptoms of coronavirus (Covid-19) including high temperature and/or new and continuous cough**
- **Don't use public transport unless absolutely necessary**
- **Work from home, where possible. Your employer should support you to do this.**
- **Avoid gatherings of two or more people**
- **Keep in touch with friends and family using remote technology such as phone, internet, and social media**
- **Use telephone or online services to contact your GP or other essential services**

You should follow the above measures as much as possible and limit your face-to-face interaction with friends and family if possible, particularly if you:

- **are over 70**
- **have an underlying health condition**
- **are pregnant**



What to do if you or someone you know might have COVID-19

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus

Stay at home if you have any of the coronavirus symptoms including:

- **a high temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** - coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

Do not go to a GP surgery, pharmacy or hospital

Transfer of the virus

The virus is thought to spread mainly from person-to-person including:

- **people who are in close contact with one another (within about 6 feet)**
- **through respiratory droplets produced when an infected person coughs or sneezes**

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs

Spread from contact with contaminated surfaces or objects

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs

Measures you can take:

- **do not enter houses** (you must observe social distancing)
- **wear gloves** if making deliveries, although be aware the virus carries on fabrics
- **use hand sanitiser** regularly

2



@gloscommbuilder



@gloucestercommunitybuildingcollective

- **wash your hands** after delivering items to neighbours
- **wash clothes** after being in public areas as the virus carries on clothing

Government advice lines

Should you or someone you know require advice from national government services, here are some useful help lines:

- Business Support and ventilators – **0300 456 3565**
- HMRC – **0800 015 9559**
- Universal Credit - **0800 328 5644**
- School Closures – **0800 046 8687**
- NHS – Only call **111** if you cannot get help online at **111.nhs.uk**

Local help lines

- Guidepost Trust - **0800 048 7035**
Stay Connected provide a service throughout Gloucestershire for people who are already self-isolating, considering the prospect of doing so or need support in a time of rapid change and uncertainty. 9am to 5pm monday to friday
- Age UK Gloucestershire - **0800 298 0579**
If you want a friendly conversation, you can be connected to a local volunteer

Concerns about sharing contact details

Health Secretary, Matt Hancock MP has stated that

“GDPR does not inhibit use of data for coronavirus response. GDPR has a clause excepting work in the overwhelming public interest. No one should constrain work on responding to coronavirus due to data protection laws.”

However, continue to be respectful of people’s privacy.



Advice from the Information Commissioner's Office

The ICO recognises the unprecedented challenges we are all facing during the Coronavirus (COVID-19) pandemic.

We know you might need to share information quickly or adapt the way you work. Data protection will not stop you doing that. It's about being proportionate - if something feels excessive from the public's point of view, then it probably is. Data protection and electronic communication laws do not stop Government, the NHS or any other health professionals from sending public health messages to people, either by phone, text or email as these messages are not direct marketing. Nor does it stop you using the latest technology to facilitate safe and speedy consultations and diagnoses. Public bodies may require additional collection and sharing of personal data to protect against serious threats to public health. Data protection won't stop you from helping people, but there are certain things you need to take into account when handling people's information.

ICO have published a blog for community groups on what they need to know about data protection:

<https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/>

More information from the Information Commissioners Office at:

<https://ico.org.uk/for-organisations/data-protection-and-coronavirus/>



Purchasing shopping if you are self-isolating or supporting

Try online shopping and delivery

Items will be left at your doorstep. In addition to the main supermarkets, some local companies may be offering this service too, so check what's available in your area. Payment is often taken at the point of ordering. If possible, compile a list of local providers and share with your local networks.

Please see page 6 for advice on payment methods

Telephone orders

Some large supermarket are now taking orders by telephone. Payment will be taken at the point of placing the order. A Neighbour could collect items and leave on the doorstep. Local shops may be able to offer the same service.

Asking neighbours for help

This is a choice neighbours and community champions will need to make for themselves, but our advice is only take small orders, as many items in the supermarket are restricted. Where possible take payment in advance. If this is not possible you will need to assess if the household concerned will refund you. It is easy to transfer funds via online banking. This transaction has to be built on trust.

Foodbanks

If provisions are normally accessed via a foodbank, then please be aware foodbanks are experiencing a high demand on services. Your local councillor may be able to refer you. In Gloucester we have an extended list of food referrers. These people can make a referral to the foodbank. Ask for local councillor, if someone requires a referral.

Pharmacies

As far as we are aware Pharmacies are still doing home delivers. This will be updated as more information is available.

Post Office

For those worried about going to the Post Office to collect payments, it is possible for someone to collect money on behalf of someone else. However, you should not be given someone else's card and PIN to use. Account holders can nominate someone they trust to become a Permanent Agent on the account and this person will be given their own card and PIN to collect cash on behalf of someone else. To nominate a Permanent Agent, please complete the 'Permanent Agent access form' (P6163), available from most Post Office branches.

Please note: The form can be taken to the Post Office on someone's behalf as long as the form is complete and has been signed by the account holder.

<https://www.postoffice.co.uk/post-office-card-account>

4



@gloscommbuilder



@gloucestercommunitybuildingcollective

Caring for pets

At the moment, there is no evidence that pets can be infected with the new coronavirus or be carriers of the virus. It is always a good idea to wash your hands with soap and water after stroking your pets for protection against other bacteria such as E.coli and salmonella

If you have Covid-19, then ideally, you'll restrict contact with pets and other animals, for example: no kissing, cuddling or stroking. Though there is no current evidence that pets can get the virus, the situation is still evolving, so it's better to be safe

Can my dog go outside if I am self-isolating?

People who have symptoms of coronavirus are asked to stay at home and not leave at all for a period of seven days from when their symptoms started; people who live in a household with someone who has symptoms of coronavirus must stay at home for 14 days from when the first person in the household became ill. Your dog is allowed out of the house – but someone else who does not live in your household will need to walk them for you while you and they are self-isolating.

Can friends and neighbours walk my dog?

The coronavirus outbreak is an evolving situation but if the dog walker is healthy and hasn't been at risk of infection, the risk of spreading Covid-19 is likely to be low, as there is no current evidence that pets or companion animals can be infected with the new coronavirus or that dogs play a role in the spread of human disease

I don't have a garden, how can I let my dog go to the toilet?

The best option is to have a family member or friend look after your dog while you are sick. If this is not possible, then you will need to arrange for someone to come and walk your dog.

Before handing your dog over, you will need to ensure that you have washed your hands before and after touching them.

Your dog walker may need a key to your house, and you must not come into direct contact with them while they are picking up your pet.

For more information visit bluecross.org.uk/pet-advice/coronavirus-in-dogs



Payment

Where possible, avoid the use of cash. Instead use alternative methods such as BACS bank transfers, cheques or PayPal (ensuring that accounts are secure, advice below)

- Many banks now allow you to pay cheques in simply by photographing them, so please do this where possible to limit your own social interaction and protect financial staff
- Do not, under any circumstances, allow a resident to hand over their debit or credit card for you to use
- Please keep yourself, and the resident(s) you are helping as safe as possible by adhering to the Public Health England guidance around handwashing, particularly after visiting 'high traffic' areas such as supermarkets and pharmacies
- If you are making several deliveries, please ensure you use hand sanitiser between them for your own safety and to avoid cross-contamination
- Further advice and guidance can be found at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Securing PayPal

You may wish to establish a Paypal Account to make some purchases. Here's some guidance to ensure your account is secure.

- Use three random words to make a long and strong password that you don't use anywhere else and isn't easy to guess (avoiding family names, pets' names, places, the word 'Password', sports teams, etc.)
- Turn on two-factor authentication if possible – you will need a mobile phone or an Authenticator app on a phone or tablet for this. This means even if someone manages to get hold of your password, your account should still be secure as they will not have access to the code sent to or generated by your phone. Step by step guidance on turning on two-factor authentication for PayPal can be found here:
www.telesign.com/turnon2fa/tutorials/how-to-turn-on-2fa-for-paypal/
- Be wary of emails that appear as though they have come from PayPal – PayPal users are a common target for fraudsters and cyber criminals. If in any doubt that an email may be genuine, do not click on any links or attachments and instead log in to PayPal's website by typing the web address into your search bar; [paypal.com](https://www.paypal.com) and logging in directly.

More information can be found at **<https://www.paypal.com/uk/home>**

6



@gloscommbuilder



@gloucestercommunitybuildingcollective

Accessing public services

Delivery of Public Services will be under strain over the next few months. Residents should be aware that staff shortages may mean it might take longer to respond to enquiries

Core services such as waste collection will be prioritised

Services delivered by Gloucester city council (GCC) will be updated at **www.gloucester.gov.uk**

Visit GCC social media pages for service updates

Facebook @GloucesterCityCouncil
Twitter @GloucesterCity

Welfare concerns

If you have safeguarding or welfare concern, here are some things to remember:

- **Its really important to be calm collected and gentle**
- **Give the person you are talking to time to think. If appropriate, make small talk (always observe social distancing advice)**

Helpful information to collect:

- name, age and address of person at risk
- why you're concerned
- who lives with them
- your relationship to the individual
- date of your contact with the person concerned

If you are concerned about the immediate safety of an adult or child please contact the police on **101** or **999** in an emergency.

If you feel you need to raise a safeguarding alert regarding a vulnerable adult or child call (Gloucestershire County Council):

- Adult Help Desk **01452 426 868**
- Children's and Families Helpdesk **01452 426 565**

Domestic Abuse

If you encounter a domestic abuse issue contact Gloucestershire Domestic Abuse Support Service (GDASS) (Open 9am to 5pm, monday to friday)
Helpdesk **01452 726 570** or email **support@gdass.org.uk**

National Domestic Violence Helpline 0808 2000 247 (24-hour)

7



@gloscommbuilder



@gloucestercommunitybuildingcollective

Mental health support

Gloucestershire Health and Care NHS Foundation Trust Staff: The NHS have launched a new telephone helpline and text service to support people working in the NHS.

Telephone **0300 131 7000** this line is open 7am to 11pm everyday
Text FRONTLINE to **85258**

Find out more at <http://orlo.uk/VxAPE>

Swindon and Gloucestershire Mind

Swindon and Gloucestershire Mind have been reviewing service delivery as well as service contingency plans to ensure that we can provide support to those who need it.

It will come as no surprise that Alexandra Wellbeing House will temporarily be closed until further notice for guest stays due to risk this poses to staff, guests and visitors to the service of contract COVID-19. During this time the service will be deep cleaned and decorated to freshen up the building for future stays when the service will reopen. However, services are available across the business and we are here to provide non-facing support, respond to general enquiries and new referrals.

Considering the above, Swindon and Gloucestershire Mind have been working closely with Gloucestershire Health and Care NHS Foundation Trust to ensure that they can offer support as an organisation to service users across Gloucestershire in order to make caseload more manageable for NHS staff and third sector organisations across the county.

As an alternative, Alexandra Wellbeing House will be offering the following:

- Telephone wellbeing support to all previous guests during the COVID-19 outbreak period across the UK.
- Accepting new referrals from NHS teams and third sector organisations for service users who would be interested in telephone wellbeing support, especially for those who have been advised to self-isolate by NHS 111, NHS 111 online and/or their GP due to Coronavirus (COVID-19).

Telephone wellbeing support will provide:

- Weekly telephone call with the Gloucestershire wellbeing team.
- Safety and support Planning via Five Ways to Wellbeing Model.

Due to this they have decided to change their referral policy for their referrers until further notice:

8



@gloscommbuilder



@gloucestercommunitybuildingcollective

- Referrals will still be accepted for Alexandra wellbeing house (2 week stay package), if you are interested in referring somebody on their behalf, please complete a referral, available upon request from **ieuanedwards@sgmind.org.uk** and **alexwelbeing@sgmind.org.uk** (please note the referral form has changed and this is our latest form) alongside an internal risk assessment from your organisation within the last month.
- The team will respond to you and the person being referred with 4 working days to provide an outcome on the referral made.
- Assessments will no longer take place at the service but will take place via telephone or video call (if the person being referred has access to ICT equipment to enable this).
- Referrers will no longer be required to attend/support assessments with the person being referred. However, staff may contact the referrer following an assessment for additional information.
- An outcome of the assessment will be provided to both the person being referred and the referrer within 2 working days from the assessment taking place.
- When the service reopens, we will contact the person being referred who has been offered a stay to complete a telephone re-assessment to ensure that a stay is still appropriate, as well as offer provisional stay dates later this year.

Gloucestershire Telephone Wellbeing Support Service:

- Referrals will be accepted for the Alexandra wellbeing house (telephone wellbeing support service) as of wednesday 25 march 2020.
- The referral process will remain the same as the process above (again, please note our referral form has changed), and will include 'Gloucestershire telephone wellbeing support service' as a tick box option.
- Complete the referral as above, and the above guidelines will remain the same as per our referral policy.

If you have any questions, please contact **ieuanedwards@sgmind.org.uk**

Support for young people

Young Gloucestershire

Young Gloucestershire have introduced a new service with emergency support packages delivered to those struggling in isolation. Including gas, electricity and phone top up if necessary and food and essential toiletries. If you know someone

9



@gloscommbuilder



@gloucestercommunitybuildingcollective

struggling in isolation and in need of support please contact them.

They are also pleased to announce a new service for 16 to 25's. The link drop-in is now accessible over the phone. 'Link Chat' allows you to register with one of our youth workers who regularly call young people. Perhaps just for a chat and a catch up or to help plan a new home-based routine and to set challenges and goals to keep people busy.

Call **01452 501 008** or email **getinvolved@youngglos.org.uk**

Play Gloucestershire

Due to current government restrictions on public gatherings, play spaces closing and the advice to stay at home, play Gloucestershire's play rangers have gone on-line and become the virtual play rangers. For updates see their facebook page **@PlayGloucestershire**

Children always need to play which is why play gloucestershire have produced 500 'bags of play' to help children in need through this pandemic. These are being distributed via ward representatives to the most vulnerable families in the city. There is a small reserve of 50 bags available.

To arrange a delivey email Rae Bell **rae@gloscommunitybuilding.co.uk**

Crematorium Update

Coney Hill cemetery is now closed to visitors, with only funeral services continuing. This unfortunate decision has been made in compliance with regulations set out by central Government and is to keep everyone safe during the COVID-19 pandemic.

Read more: **https://www.gloucester.gov.uk/about-the-council/news/latest-news/coney-hill-cemetery-grounds-closed-to-visitors/?utm_source=Twitter&utm_medium=social&utm_campaign=SocialSignIn**



Gloucestershire county council community hub

We know that there is already a lot of great community support happening across the county and in many areas neighbours are organising themselves locally to offer their help to those who need it.

We are conscious that not everyone has these local connections so we have created the community help hub to match local people who need help, with others who can provide the help they need.

Please let us know what you or your business can do to help, or if you or someone you know needs help using the online forms.

If you are unable to use the online forms we have a phone line available, please call **01452 583 519**

The lines are open monday to friday 8am to 8pm and saturday to sunday 9am to 4pm

This is a priority telephone line for people who need help or are volunteering, please do not use it for reporting other issues.

