



**Middleton-on-Sea Parish Council**

**CORONAVIRUS – COVID-19**

**Community Support Pack**



**March 2020**

## **Introduction**

**COVID-19 outbreak will be felt for a considerable period of time and while guidance from Government and health authorities will be updated as the situation changes, there will be an ongoing need to support the most vulnerable in our community.**

**Those in particular need will include older residents who are required to self-isolate – particularly if they are people who normally experience isolation – as well as those who would normally receive support services which may be disrupted or unavailable for periods of time.**

**Since the outbreak began, a number of formal and informal community-based groupings have started to support others in their communities.**

**Middleton-on-Sea Parish Council is seeking to support these groups where possible but want to show a more local support for our community.**

**We also want to identify where there may be gaps and unmet need so that we can direct resources to where they are most needed.**

**This pack is to support you during this period of disruption that the measures to combat the impact of COVID-19 will cause. It includes resources that you may find helpful, including lists of key contacts, resources and information, which we hope you can share to support each other as much as possible during this time. Please also let us know if there is more information we can provide.**

**We also want to support the individuals who want to help with the individuals who need help. We would be grateful if you can let us know about the groups already set up in your area, as well as those that are being established, so that we can provide a directory of the help available. Please email the Parish Clerk at [mospc@btconnect.com](mailto:mospc@btconnect.com) – with details of groups including, their name, which area they cover and how to contact them.**

**Thank you.**

**Councillor Shirley Haywood  
Chairman of Middleton-on-Sea  
Parish Council**

**Councillor Christine Johnson  
Responsible for Parish Community  
Resilience Plan**

## **Contents**

- **Community Response & Support**
- **Health Advice**
- **Useful Contact Numbers & Links**
- **Public Health England Advice**
- **Safeguarding & Scams**
- **Social Media Advice**
- **A form for self-isolating and those requiring support**
- **Volunteer Registration Form**

## **Community Response & Support**

**Our community needs to stand strong and resilient during the COVID-19 situation and the Parish Council is a place you can turn to for support.**

**In our community there are already some groups especially those that have resident associations that may be offering support if you are vulnerable and self-isolating. They can help with shopping, medicine or just arrange a regular friendly phone call.**

**If you are vulnerable, or you know somebody who is vulnerable, self-isolating and have no immediate support available please contact the Parish Clerk on 01243 585262 or email [mospc@btconnect.com](mailto:mospc@btconnect.com) so that we can take your details and our volunteers can offer the support and advise as necessary**

**If you are able and would like to be a volunteer during the COVID-19 outbreak please contact the Parish Clerk by phoning 01243 585262 or email [mospc@btconnect.com](mailto:mospc@btconnect.com)**

### **If you are self-isolating, we can help**

**Our volunteers can help with,**

- **Picking up shopping**
- **Picking up medication**
- **A friendly phone call**
- **Others areas of assistance**

### **Remember**

- **No volunteer should ask for the exchange of money or bank card details**
- **Nobody should enter your property**
- **All items should be left at the doorstep**
- **If you have concerns with callers at your doorstep please call the Parish Clerk on 01243 585262 if it is an emergency and you feel at risk.**

### **Other things we all can do as a community**

- **Check in regularly on friends and family**
- **If you know someone who is self-isolating, contact them via phone and text and check they are OK. By its very nature self-isolating is a solitary experience and their wellbeing will likely be improved by talking to someone**
- **Please be mindful with your comments and actions, so as not to cause undue concern or anxiety within the community. If you hear misinformation that may cause issues, respectfully challenge it if you are able to.**
- **Please be respectful of anyone you know who has been diagnosed with COVID-19 as it's likely to be an anxious time for them. Respect their privacy and do not speculate with the local media or on social media**

## Health Advice

The NHS has some simple advice to avoid catching or spreading COVID-19:

- Stay at home advice – [www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice](http://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice)
- Wash your hands with soap and warm water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell. If you are displaying symptoms of COVID-19 yourself, avoid close contact with other people particularly those who have underlying health conditions, are elderly or are pregnant

## Useful Web Links

The following links provide useful, factual and regularly updated information on COVID-19, please feel free to share these within the community

- Follow the latest stay at home advice at [www.nhs.uk/conditions/coronavirus-covid-19/selfisolation-advice](http://www.nhs.uk/conditions/coronavirus-covid-19/selfisolation-advice)
- Overview of COVID-19 – what is it? [www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)
- Common questions and answers on COVID-19 including advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel – [www.nhs.uk/conditions/coronavirus-covid-19/common-questions](http://www.nhs.uk/conditions/coronavirus-covid-19/common-questions)
- NHS 111 – [www.111.nhs.uk](http://www.111.nhs.uk)
- The NHS has provided advice for those wanting to pick up prescriptions on behalf of someone else – <https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-ipick-up-a-prescription-for-someone-else>
- Concern about the illness, the impact of self-isolation and the disruption to daily lives could cause undue pressure and anxiety. The NHS Every Mind Matters website has some really simple useful tips and advice to support good mental health – [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters).
- Doctors of the World have updated COVID-19 guidance translated into a number of community languages, including Albanian, Arabic, French, Polish, Portuguese, Romanian, Russian, Spanish and Turkish. Materials in Bengali, Dari, Farsi, Hindi, Kurdish Sorani, Mandarin, Pashto, Urdu, Vietnamese, Tigrinya, Amharic, Malayalam and Somali will be added soon. Visit <https://www.doctorsoftheworld.org.uk/coronavirus-information> to access these materials

- The Small Charities Coalition (SCC) is also creating a single web page outlining the services that community, small charities and local councils are providing in each local area – <https://www.smallcharities.org.uk/covid-19-volunteering-in-your-area>. To be included, simply go to this link: [Small Charities COVID19 Delivery Response](#). The form asks you four very simple questions, and all SCC members delivering services will be added to the national list as well.
- The Government guidance for employers in response to COVID-19 can be found here – <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>
- For the latest free posters, videos and social media graphics from the Public Health Campaign Resource Centre (you'll need to register) – <https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5016>.

## Safeguarding & Scams

While the majority of people want to help each other, there are those few who seek to take advantage of the vulnerable. At a time when community-spirited volunteers may be knocking on doors to offer help, please be aware of scammers who we know are already behind a number of schemes to defraud in relation to the coronavirus outbreak. It will not be possible for all, but where it is, people should turn to family, neighbours and friends first – people you personally know and trust. Anyone who claims to be from the council, charity or other organisation will carry identification and a genuine volunteer will not mind you taking the time to satisfy yourself about who they are.

Please also be wary of unexpected traders visiting homes and offering services such as home maintenance or cleansing and disinfecting. Incidents such as these should be reported to Trading Standards on 0808 223 1133. Genuine businesses will be mindful of the current situation and will not put themselves, their staff or others at risk.

Be careful online. Don't click on the links or attachments in suspicious emails and never respond to unsolicited messages or calls that ask you for your personal or financial details. If you have concerns that someone may have been targeted, direct them to [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

As schools close, please continue to exercise sensible caution about ensuring that childcare arrangements are suitable and do not place your child or family at risk in any way. Many volunteers are starting to offer to provide childcare for people who need it. Community groups should be mindful of linking people up with volunteers who may not have had the usual police checks, which is a considerable risk to young people. Until further advice is available on this, you are advised to block these offers from social media groups.

Age UK have some useful resources to help volunteers understand the basics of safeguarding. While they are focussed on working with older people, as the impact of wider self-isolation requirements continue, they may be helpful and adaptable for volunteers in contact with other groups: <https://www.ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering>.

## Social Media Advice

Social media is a valuable tool to share information, allocate tasks and ask for help and support at a time like this, but it can also contain misinformation and rumour, which isn't helpful. Please bear in mind when using social media to respect and protect people's privacy and not expose them to risk by openly publishing personal details, including home addresses or medical information.

Local groups are already using social media, such as Facebook pages and WhatsApp Groups, where local people can share information, make offers of support for those who are self-isolating, with tasks such as shopping, dog walking and collection of prescriptions (subject to pharmacist's requirements), etc. With your feedback on what is happening locally we aim to assist by being a source of support for and signposting to these groups.

The Parish Council are aware that not everyone will have access to social media and the Parish Council will be distributing a flyer to every house in the parish with information.

Privacy – The Parish Council has a legal obligation to protect your privacy and will require permission from those individuals wishing to use volunteers to assist them during this time that they are in agreement for their details to be registered and passed onto a suitable volunteer to carry out the task that the individual requires.

## A form for self-isolating and those requiring support

**HELLO!** If you are self-isolating, I can help.

My name is  
.....

I live locally at  
.....

My phone number is  
.....

If you are self-isolating due to COVID-19 I can help with:

<input type="checkbox"/> Picking up shopping	<input type="checkbox"/> Posting mail
<input type="checkbox"/> A friendly phone call	<input type="checkbox"/> Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep. **#ViralKindness**

The above is a postcard or something similar that volunteers can put through the letterbox of those individuals who are self-isolating or need support.

## Volunteer Registration Form

Thank you for volunteering your time and skills to help the community in responding to COVID-19.

Please fill out the Registration Form as accurately and clearly as possible so that the Parish Council can match you with a suitable deployment and use you in the most effective way. Be aware that this information will be stored in a secure database for future reference unless you specify otherwise.

<b>Title:</b>	<b>First name:</b>	<b>Last name:</b>	<b>Initial:</b>
<b>Address:</b>			
<b>Postcode:</b>			
<b>DOB:</b>		<b>Occupation:</b>	
<b>Telephone:</b>		<b>Email:</b>	
<b>Emergency Contact Name:</b>		<b>Emergency Contact Phone Number:</b>	

### Availability

Monday Time	Tuesday Time	Wednesday Time	Thursday Time	Friday Time	Saturday Time	Sunday Time

### Accreditation checklist

Type	ID number	Valid date	Checked
1. Driver's licence			
2. Passport			
3. Medical/First aid			
4. DBS/CRB			
5. Forklift			
6.			

### Work and experience

<b>Present employer:</b>	<b>Position:</b>
<b>Relevant skills:</b>	
<b>Own transport:</b> Yes    No    Type:	<b>Language skills:</b>

### Criminal History

<b>Have you ever been convicted for a criminal offence?</b> Yes    No	<b>If Yes, please explain:</b>
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By signing below I understand I am volunteering at my own risk and free of payment.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

