

# What is coronavirus?

Coronavirus or COVID-19 is an illness that can affect your lungs and airways. It has symptoms that are similar to the flu.

Symptoms to be aware of are:



## A high temperature

You feel hot to touch on your chest or back.



## A new, continuous cough

This means you've started coughing repeatedly.

Currently Public Health England (PHE) believe that the spread of COVID-19 is most likely to happen when there is **close contact** (within two metres) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person. It's important that you **take steps to keep yourself and those around you safe and healthy**. It is particularly important for people who:

- are 70 or over.
- have a long-term health condition.
- are pregnant.
- have a weakened immune system.

# What to do if you have symptoms

The NHS recommends **isolating yourself for 7 days** if you have either:

- **a high temperature** – you feel hot to touch on your chest or back
- **a new, continuous cough** – this means you've started coughing repeatedly

If **someone you live with develops symptoms** you will have to self-isolate for 14 days as it can take **14 days for symptoms to appear**.

Let your keyworker know if you are feeling unwell. Your keyworker will make arrangements for you to self-isolate.

Go to [111.nhs.uk/Covid-19](https://111.nhs.uk/Covid-19). Only call 111 if you cannot access help online.

**X Do not go to a GP surgery, pharmacy or hospital. Stay inside.**

**X Do not have visitors to your room.**

If you are rough sleeping and unable to self-isolate, contact Streetlink on 0300 500 0914.

All NHS services for coronavirus are **free for everyone regardless of their immigration status** in the UK. This includes coronavirus testing and treatment, even if the result is negative. **You will not be reported to the Home Office for coronavirus testing or treatment.**

## New Government Measures Against Coronavirus

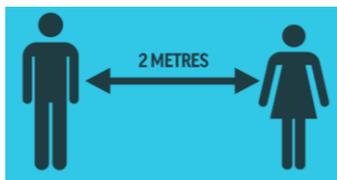
# Stay At Home to Save Lives

On 23<sup>rd</sup> March 2020, the UK Government issued new measures to stop the spread of the Coronavirus. These measures apply to everyone.

You must stay at home except for:



- Shopping for basics like food and medicine
- Exercising once a day (walking, jogging, cycling)
- Any medical need or to help someone who is vulnerable
- Travelling to and from work if this cannot be done from home
- **Wash your hands** with hot soap and water for 20 seconds as soon as you get back home.



Stay 2 metres apart from people at all times.

No public gatherings are allowed.

Do not share cigarettes, pipes or drink from the same bottles and cans.



Police may issue fines to anyone not following these new rules.

This is affecting everyone and we all must follow these guidelines to stop the spread of the virus.

Thank you for cooperating and helping to keep people safe.

# Keep it Clean!

Issued: 24<sup>th</sup> March 2020

## Cleaning instructions for clients in Self-Contained Accommodation:

We would like to remind you of the expectations around cleaning in your accommodation. We are doing this because of the nationwide concern about coronavirus and the need for us all to try to slow the spread.

You are responsible for **cleaning all the rooms** in your accommodation including the kitchen, hallway, bathroom and toilet facilities. This **should be done daily**.

- ✓ **Follow the instructions** on cleaning materials about how much to use and how long to leave it on the surface.
- ✓ You should make sure that you focus on **contact points**:
  - Door handles
  - Door plates
  - Taps
  - Light switches
  - Stair handrails
- ✓ **Always wear gloves** (disposable gloves are best)
- ✓ If you're using rubber Marigold-style gloves you will need to make sure you wash them with **hot water and soap** before you take them off.
- ✓ Use **disposable** cleaning cloths or wipes. Make sure that you throw them in the bin after use.
- ✓ Once you're done cleaning, **tie up the bin bag** and put it in a **second bin bag**. Tie securely and **wait 3 days** before putting it in your outside bin.
- ✓ Wash your laundry in the washing machine in the usual way as this will kill the virus
- ✗ Do not shake dirty laundry, as this may spread the virus in the air.



Thank you for your help in keeping everyone safe!

# Keep it Clean!

Issued: 24<sup>th</sup> March 2020

## Cleaning instructions for clients who have Rooms in Shared Accommodation:

We would like to remind you of the expectations around cleaning in your accommodation. We are doing this because of the nationwide concern about coronavirus and the need for us all to try to slow the spread.

You are responsible for cleaning in **your own room (every 2 days)** and **your own bathroom (daily)** if you have one.

- ✓ Follow the instructions on cleaning materials about how much to use and how long to leave it on the surface.
- ✓ You should make sure that you focus on **contact points**:
  - Door handles
  - Door plates
  - Taps
  - Light switches
- ✓ Always wear **disposable gloves** and throw them in the bin after use.
- ✓ Once you're done cleaning, **tie up the bin bag** and put it in a **second bin bag**. Tie securely and **wait 3 days** before putting it in your outside bin.
- ✓ If you do not have any cleaning materials or gloves please **call your keyworker** as we may be able to supply materials to you.
- ✓ Wash your laundry in the washing machine in the usual way as this will kill the virus
- ✗ Do not shake dirty laundry, as this may spread the virus in the air.



Thank you for your help in keeping everyone safe!

We understand this may be a worrying time for lots of people. Make sure you look after your wellbeing by:



Getting some fresh air and natural light every day by going outside if you can (*remember to follow the 2 metres distance guidance when going outside*) or opening a window.



Staying in touch with loved ones and sources of support by phone.



Exercising daily – there are lots of free classes available on Sport England's website

<https://www.sportengland.org/stayinworkout>



Spend some time away from your phone or TV each day.



Do something creative like drawing, writing or listening to music.



If you have concerns during this time, speak to a St Mungo's staff member. There is also a list of support services you can access by phone or online below.

## Sources of support during COVID-19 pandemic

Call **111** if you are experiencing physical or mental ill health. Call **999** for emergencies.

These are sources of support you may find helpful during the COVID-19 outbreak. It is not an exhaustive list and you may already be aware of sources of support that you find helpful.

### Telephone and online support

#### **The Samaritans**

The Samaritans offer emotional support 24 hours a day - in full confidence. Call 116 123 for free. Available 24/7. Or email [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)  
<https://www.samaritans.org/>

#### **Shout**

If you're experiencing a personal crisis, are unable to cope and need support, Shout can help with urgent issues such as:

- Suicidal thoughts or self-harm
- Abuse, assault or bullying
- Relationship challenges

For support in a crisis, Text **Shout** to **85258**. Available 24/7. <https://www.giveusashout.org/>

#### **Rethink**

Advice on:

- Different types of therapy and medication
- benefits, debt, money issues
- your rights under the Mental Health Act

Call: 0300 5000 927. Monday to Friday, 9.30am-4pm (calls are charged at your local rate). <https://www.rethink.org/>

### **CALM**

National helpline for men to talk about any troubles they are feeling.

Call: 0800 58 58 58. 5pm-midnight 365 days of the year

<https://www.thecalmzone.net/>

### **7 Cups**

7 Cups connects you to caring listeners for free emotional support and is available 24/7

<https://www.7cups.com/>

### **Guidance on maintaining your mental health**

#### **Mind**

Details of local Minds and other local services, and Mind's Legal Line. Language Line is available for talking in a language other than English.

Call: 0300 123 3393. Monday to Friday, 9am - 6pm, text: 86463 [www.mind.org.uk](http://www.mind.org.uk)

How to look after your mental health during the outbreak: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/#collapsea9409>

#### **Blurt**

Provides information and lots of free resources for coping with mental ill health: <https://www.blurtitout.org/resources/>

There is a dedicated coronavirus "helpful hub" of resources: <https://www.blurtitout.org/resource/the-coronavirus-helpful-hub/>

There is also an online shop which has free downloads: <https://www.blurtitout.org/shop/>

### **Mental Health Foundation**

A range of content designed to give you more information about mental health and to help you to look after your mental health: <https://www.mentalhealth.org.uk/your-mental-health>

### **Mentalhealth.org**

How to look after your mental health: <http://www.mentalhealth.org.uk/publications/how-to-mental-health/>

How to look after your mental health in later life: <https://www.mentalhealth.org.uk/publications/how-to-in-later-life/>

How to look after your mental health during the outbreak: <https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

### **Activities**

#### **Accumulate**

Accumulate are an arts charity that are offering:

- Art kits to be posted to clients
- Digital art workshops

Get in touch with the Client Involvement Team on [clientinvolvementteam@mungos.org](mailto:clientinvolvementteam@mungos.org) or on 07834176623.

### **Online communities**

#### **Big White Wall**

An online community of people who are finding it hard to cope. It's completely anonymous so you can express yourself openly. [www.bigwhitewall.com](http://www.bigwhitewall.com)

### **Elefriends**

A friendly, supportive, online community where you can talk openly about how you're feeling.

[www.elefriends.org.uk](http://www.elefriends.org.uk)

### **Online Mutual Aid groups**

#### **Alcoholics Anonymous**

Online Alcoholics Anonymous meetings and helpline

Free national helpline: 0800 9177 650

<https://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/Online>

#### **Narcotics Anonymous**

Online Narcotics Anonymous meetings and helpline

National helpline: 0300 999 1212, 10am - midnight

<https://online.ukna.org/>

#### **Cocaine Anonymous**

Online Cocaine Anonymous meetings and helpline

Helpline: 0800 612 0225

<https://www.ca-online.org/>

#### **All fellowships**

Online meetings for all fellowships

<https://www.intherooms.com/home/>

### **SMART Recovery**

Online meetings for the Self-Management and Recovery Training programme

<https://smartrecovery.org.uk/online-meetings/>

### **Online therapy/tools**

#### **Centre for Interactive Mental Health Solutions**

Bliss is a free 8 session interactive online therapy program for depression that you complete on your own. The program is based on psychotherapy treatment called cognitive behavioural therapy or CBT for short.

<https://cimhs.com/>

#### **Headspace**

Guided meditations for stress, anxiety, sleep problems and more. Introductory sessions are free.

<https://www.headspace.com/>

### **Physical health**

#### **The Body Coach**

Free fitness videos from fitness coach Joe Wicks on YouTube. Joe is also offering live PE lessons via YouTube for children, every weekday at 9am

<https://www.youtube.com/thebodycoachtv>

#### **Core Clapton**

Free osteopathy consultation. Free wellness classes streamed via Facebook Live every day.

<https://www.coreclapton.org/online-services-covid-19>

### **Sport England**

Tips, advice and guidance on how to keep or get active in and around your home. Access to lots of free workout videos  
[https://www.sportengland.org/stayinworkout#get\\_active\\_at\\_home](https://www.sportengland.org/stayinworkout#get_active_at_home)

### **COVID-19 specific support**

#### **Covid Mutual Aid**

Covid Mutual Aid UK is a group of volunteers supporting local community groups organising mutual aid throughout the Covid-19 outbreak in the UK. You can search for local volunteer groups through their website.

<https://covidmutualaid.org/>

#### **Acorn**

Volunteers help with dropping off shopping, picking up prescriptions, check-in call.

<https://acorntheunion.org.uk/corona/>

#### **Groundswell**

Resources and advice for people experiencing homelessness during COVID outbreak.

<https://groundswell.org.uk/coronavirus/>

#### **Doctors of the World**

Advice about COVID-19 outbreak in 43 languages

<https://www.doctorsoftheworld.org.uk/coronavirus-information/#>

## Welfare benefits and debt advice

### **Citizens Advice Bureau**

Free advice on a range of issues including benefits, housing, debt and money, law, immigration and family.

Call 03444 111 444

Adviceline is available Monday to Friday, 9am - 5pm

<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

### **Debtline**

Free online and telephone help and advice on dealing with your debt.

Call: 0808 808 4000

Webchat with an adviser through website: <https://www.nationaldebtline.org/>

Monday to Friday: 9am - 8pm

Specific advice around coronavirus and debt: <https://www.nationaldebtline.org/EW/factsheets/Pages/coronavirus-advice-and-support/help-and-advice.aspx>

## Housing (for St Mungo's clients of non-accommodation based or housing support services)

### **Shelter**

Online, webchat and phone advice around housing and tenancies. Can also connect to local services through their website.

Talk to an expert housing adviser if you're in urgent need of housing

advice: 0808 800 4444 Their helpline is open every day of the year: 8am - 8pm on weekdays, 9am - 5pm on weekends

[https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help)

### **Streetlink**

If you are concerned about someone you have seen sleeping rough, you can send an alert to Streetlink, who

will pass it on to a local authority or outreach service in the area.

Call: 0300 500 0914 <https://www.streetlink.org.uk/>

### **Elderly people**

#### **Age UK**

Online and telephone support to over 55 year olds available. Can also connect to local services through their website.

Free advice line: 0800 678 1602. Open 8am-7pm, 365 days a year

<https://www.ageuk.org.uk>

#### **Alzheimer's UK**

Support and advice for people with dementia and their carers.

National Dementia Helpline: 0330 333 0804 Monday to Wednesday, 9am – 8pm, Thursday and Friday, 9am – 5pm, Saturday and Sunday, 10am – 4pm <https://www.alzheimers.org.uk/>

### **Employment**

#### **ACAS**

ACAS gives employees and employers free, impartial advice on workplace rights, rules and best practice.

Helpline: 0300 123 1100.

Currently experiencing high demand but open Monday to Friday, 8am to 6pm.

<https://www.acas.org.uk/contact>

Specific advice around COVID-19: <https://www.acas.org.uk/coronavirus>

## Domestic abuse

### **For women: Refuge**

Call: 0808 2000 247. 24 hour national helpline <https://www.nationaldahelpline.org.uk/>

### **For women: Women's Aid**

Online webchat service for women

Webchat: <https://chat.womensaid.org.uk/>. Monday – Friday, 10am – 12pm

### **For LGBT+ people: Galop**

Call: 020 7704 2040 for the London LGBT+ Advice Line. Monday to Friday, 10am - 12:30pm and 1:30pm - 4pm

Call: 0800 999 5428 for the National LGBT+ Advice Line. Monday to Friday, 10am - 5pm, Wednesday to Thursday, 10am - 8pm

<http://www.galop.org.uk/>

### **For men: Men's Advice Line**

Call: 0808 8010327

Monday: 9am – 8pm, Tuesday: 9am – 5pm, Wednesday: 9am – 8pm, Thursday: 9am – 5pm, Friday: 9am – 5pm

<https://mensadvice.org.uk/>

### **For support to stop using violence and abuse: Respect**

Call: 0808 8024040. Monday to Friday, 9am – 5pm

<http://respect.uk.net/contact-us/>

### **For BAME women: Southall Black Sisters**

Call: 0208 571 9595. Monday to Friday, 9am – 5pm. Closed 12:30 pm – 1:00 pm for lunch

<https://southallblacksisters.org.uk/need-help/domestic-violence-emergency-contacts/>

**For people with learning disabilities: Respond**

Call: 020 7383 0700

<https://respond.org.uk/>

**For Muslim women: Muslim Women's Helpline**

Call: 0800 999 5786, Monday to Friday, 10am – 4pm

<https://www.mwnhelpline.co.uk/>

**For Jewish women: Jewish Women's Aid**

Call: 0808 801 0500

<https://www.jwa.org.uk/our-services/helpline>

**For legal advice around domestic abuse and family law: Rights of Women**

Call: 020 7251 6577

Tuesday and Wednesday 7 – 9pm, Friday 12 – 2pm

<https://rightsofwomen.org.uk/get-advice/family-law/>