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. 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.

This information was taken from the NHS website on 26th March 2020.
New Government Measures Against Coronavirus

**Stay At Home to Save Lives**

On 23\(^{rd}\) 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.
Issued: 24th 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:
  o Door handles
  o Door plates
  o Taps
  o Light switches
  o 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: 24th 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](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
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

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 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
Elefriends
A friendly, supportive, online community where you can talk openly about how you’re feeling.
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.core clapton.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

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.doctoroftheworld.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

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

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

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://mensadviceonline.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
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/