

# COVID-19

Community Pack



[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)



## COVID-19

Community response scheme

Together **we can**

**BCP**  
Council



# Introduction

This pack is to **support you and your community during the ongoing COVID-19** situation. Within it you'll find a list of **key contacts, resources and information** in one place, which we hope you can share with your community to support each other as much as possible during this time.

## Contents

- Useful web links
- Useful contact numbers
- Social media advice
- What can you do as a community?
- A template form you may wish to use should any of your community have to self-isolate and require support
- Public Health England materials

## Useful contact numbers

- **NHS 111** – only call 111 if you cannot get help online
- Education queries – phone the Department for Education on **0800 046 8687**
- BCP Community Action Network **01202 466130**

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# Useful web links

The following links provide useful, factual and regularly updated information on COVID-19, please feel free to share these with your communities.

- Follow the latest stay at home advice at <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
- Overview of COVID-19 – what is it? [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)  
This page also gives answers to common questions about COVID-19 and advice for families, prevention, how it's caught and spread, self-isolation, testing and treatment, foreign travel
- NHS 111 online service <https://111.nhs.uk>
- Public Health England has advice and information on the Government's response to COVID-19 – [www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response](http://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response)
- Public Health Dorset [www.publichealthdorset.org.uk](http://www.publichealthdorset.org.uk)
- BCP Council's COVID-19 information page [www.bcpCouncil.gov.uk/covid19](http://www.bcpCouncil.gov.uk/covid19)
- This sort of incident 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)
- Public Health Campaign Resource Centre has the latest poster, videos and social media graphics, some of which we've added at the bottom of this pack. (Please note: you need to register to use this site) – <https://campaignresources.phe.gov.uk/resources/campaigns>



# Social media

Social media is a valuable tool at a time like this, but it can also contain misinformation and rumour, which isn't helpful. The following Twitter ([www.twitter.com](http://www.twitter.com)) accounts will be regularly posting out the latest factual advice and information related to COVID-19:

## Twitter

- Public Health England **@PHE\_UK**
- Public Health Dorset **@HealthyDorset**
- Department of Health and Social Care **@DHSCgovuk**
- BCP Council **@BCPCouncil**
- NHS England **@NHSEngland** – The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'
- Dorset Police **@DorsetPolice**
- Dorset and Wiltshire Fire & Rescue Service **@DWFireRescue**
- Community Action Network Bournemouth, Christchurch and Poole
- Community Action Network at **@can100org**

## Facebook

- Public Health England **@publichealthengland**
- Public Health Dorset **@publichealthdorset**
- Department of Health and Social Care **@DHSCgovuk**
- BCP Council **@mybcpcouncil**
- NHS England **@NHSwebsite** – The NHS advises to only trust NHS organisations on Facebook that are 'blue-tick verified'
- Dorset Police **@DorsetPolice**
- Dorset and Wiltshire Fire & Rescue Service **@DWFireRescue**
- Community Action Network Bournemouth, Christchurch and Poole **@communityactionnetwork.org**

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# What can you do as a community?

**There are simple things you can do to help vulnerable and isolated people in your communities to enable them to continue to thrive:**

- Check in on any vulnerable family, friends and neighbours. Sometimes just helping them with their shopping and checking they have everything they need can make a big difference
- If you know someone who is self-isolating, contact them via phone or text – and if possible, use video call facilities such as facetime or skype to maintain face to face contact and check that they're ok. By its very nature, self-isolation is a solitary experience and wellbeing will likely be improved by talking to someone
- Appoint someone in your community/neighbourhood as the main gatherer of information so that everyone in your area gets access to the same and most accurate information
- Please be mindful with your comments and actions, so as not to cause undue concern or anxiety within your community. If you hear misinformation that may cause issues, respectfully challenge if you're 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. Due to patient confidentiality their details will not be publicly confirmed, so please do what you can to respect and protect their privacy, and do not speculate with the local media or on social media
- Public Health England has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door so please ensure that when you are providing support this advice is followed.

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# Volunteering and Community Support

## How you can help

Community Action Network (CAN) are a local charity working in partnership with BCP Council. They work to empower the voluntary sector, enable volunteering and involve communities. CAN are offering help and expert advice to all the local voluntary and community organisations at this difficult time and any new group looking to set up. They have an online volunteering portal ready to help people volunteer and to advertise for volunteers. Check out their website [www.can100.org](http://www.can100.org) for more information

## Advice for people taking community action:

- please try and deliver shopping and prescriptions during daylight hours
- please do not ask people to pay you cash or take their bank details for their shopping/prescriptions – an increasing number of local businesses are now taking payments over the telephone
- if you do have contact with the person you are helping, please keep 2m apart, introduce yourself clearly – who you are and why you are there
- please ensure you take sensible precautions such as hand washing, so you do not spread the infection onto other people – it is possible to be infected but not display symptoms
- if you have any safeguarding concerns about an individual, please contact Bournemouth, Christchurch and Poole Safeguarding Adults Board on **01202 633902**.

For further advice please contact Community Action Network on 01202 466130 [www.can100.org](http://www.can100.org)

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## **Advice on keeping yourself safe if you are self-isolating:**

- Please don't give out your bank details or your bank card and pin number to anyone you don't know
- If people are dropping off shopping for you, please do not feel you have to invite them in or pay for their time. Volunteers should be leaving it outside your door as per Public Health Guidelines
- If you do have to have contact with someone, think about setting up a password, with the person dropping off your shopping so you know they are genuine
- If you have a 'spy hole' in your front door, please see who it is before you open the door, or make sure your door chain is on
- Please do not give out your personal details to people you don't know either over the phone, on the internet or on your doorstep
- If you feel unsafe or uncomfortable with the situation, please call the police non-emergency number on 101.

**For further advice please contact Community Action Network on 01202 466130 [www.can100.org](http://www.can100.org)**

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HM Government

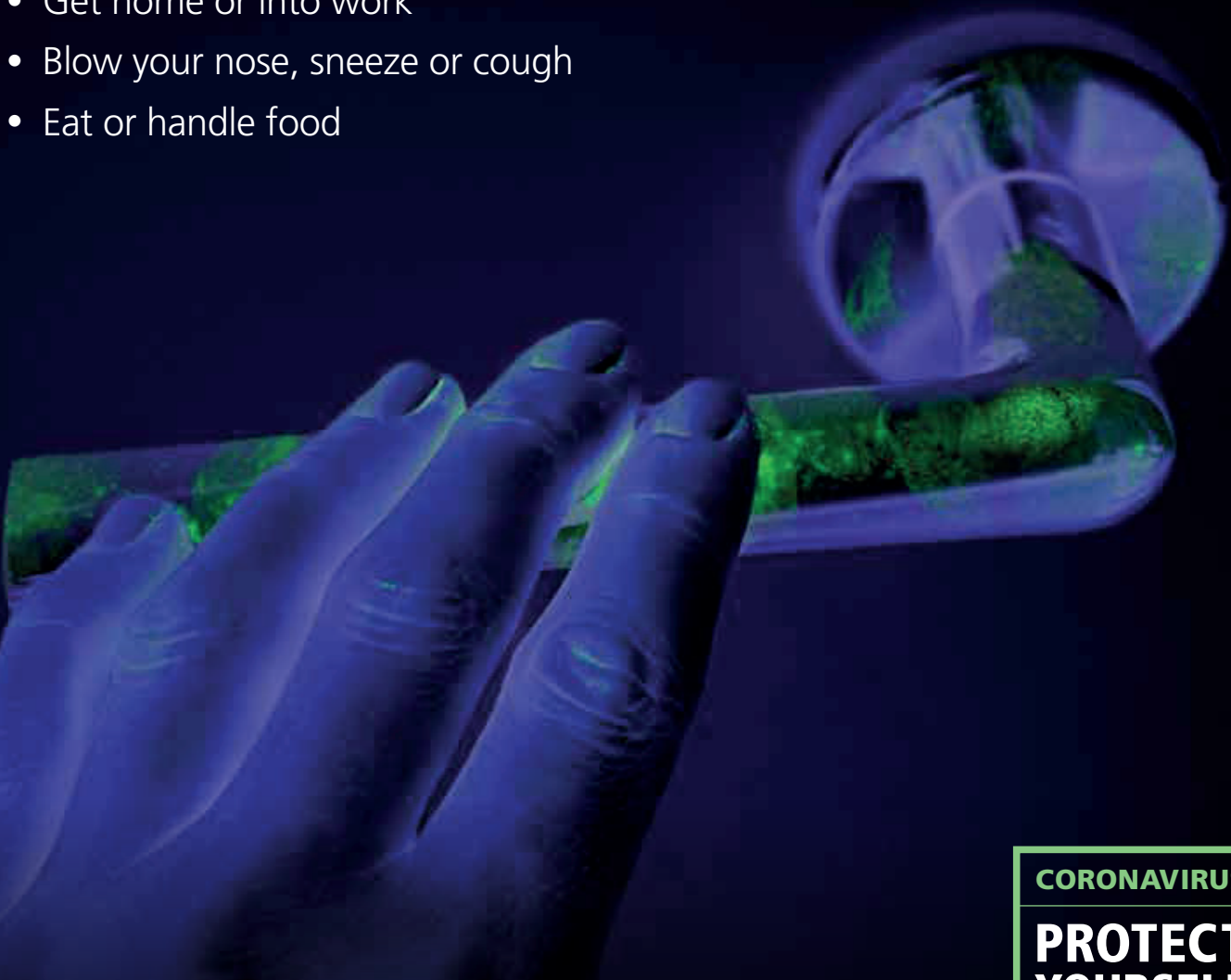
**NHS**

# Coronavirus

## Wash your hands more often for 20 seconds

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food



For more information and the Government's  
Action Plan go to [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

**CORONAVIRUS**

**PROTECT  
YOURSELF  
& OTHERS**





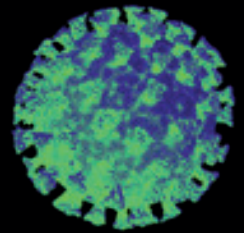
HM Government

**NHS**

# Coronavirus

## Isolate your household

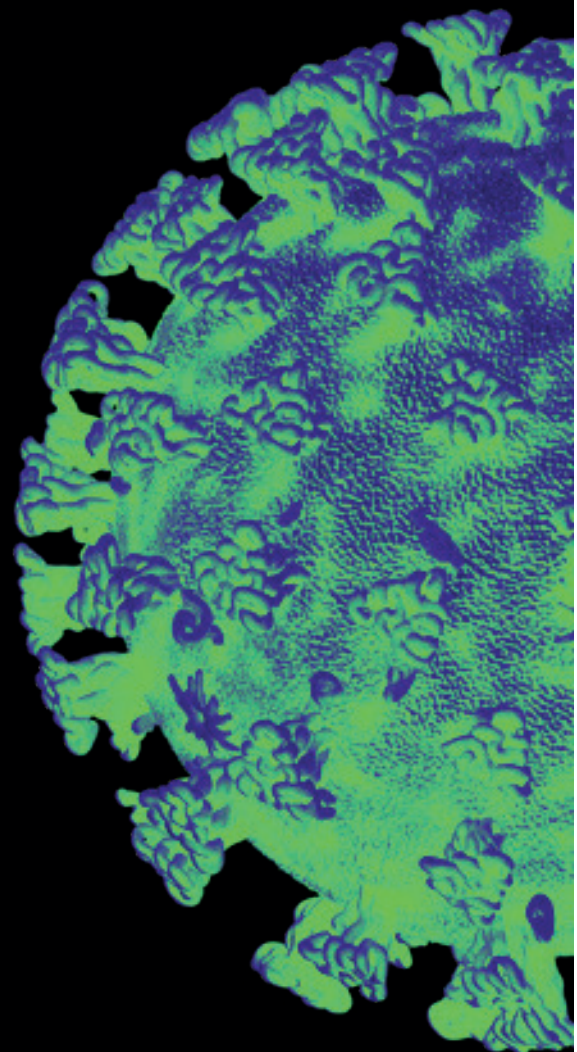
## Stay at home



If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **Everyone in your household must stay at home** for 14 days and keep away from others.
- ✘ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)



**CORONAVIRUS**

**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**



# Coronavirus

## Wash your hands with soap and water more often for 20 seconds



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

Use a tissue to turn off the tap.  
Dry hands thoroughly.

CORONAVIRUS

**PROTECT  
YOURSELF  
& OTHERS**