



# BEAR FLAT COVID-19 HELPLINE

Dear Bear Flat resident,

The Bear Flat Association has set up a help-line for anyone self-isolating and who is having difficulty in shopping for food and other essentials, in getting medicines or maybe needing someone to talk to. To use the help-line, you can either email or telephone:

Email: [COVID@BEARFLAT.ORG.UK](mailto:COVID@BEARFLAT.ORG.UK)

Telephone: 07593 876127

The service is manned by Bear Flat resident volunteers. Should you have to call, we will take down details and ask a volunteer responder who lives close to you to get in touch, either by phone or a visit, as appropriate.

To help us get back to you easily, please provide us with the following information:

YOUR NAME

YOUR ADDRESS

THE REASON WHY YOU ARE CALLING

**Shopping / Prescriptions.** If you need a volunteer to shop for you or go to the chemist, please make sure you give enough cash to cover the cost. The volunteer will provide you with a receipt as well as your change.

Alternatively, if you keep your order below the £30 limit, then give your contactless payment card to the volunteer. This will avoid you having to disclose your PIN.

If a volunteer visits you, they will stay outside your house at a safe distance and may wear protective gloves. Please do not be offended by this – we live in extraordinary times!

**Need to talk?** Self-isolation could be a lonely time. We would be happy to ask a volunteer to ring you if you feel you need to talk. Please understand that we cannot ask a volunteer enter your home.

## IMPORTANT

There are a number of street-based support groups being set up. If you are already part of a local support group, please contact them in the first instance.

If you are unwell such that you need to contact the NHS or emergency services, **DO NOT USE THIS HELPLINE. RING 111 OR, IF AN EMERGENCY, 999.** The help-line is not manned by medical experts and has no access to medical facilities.

## WOULD YOU LIKE TO VOLUNTEER?

If you would like to be a volunteer responder, thanks you. Please send your name, postal address and telephone number to [covid@bearflat.org.uk](mailto:covid@bearflat.org.uk).

*Leaflet produced 18<sup>th</sup> March 2020*

## PREVENTING INFECTION

In line with the most recent advice, **avoid non-essential social contact**, including visiting crowded areas, and non-essential travel.

**Regular, thorough hand-washing** is the most effective preventative measure. Use soap, without rinsing, for 20 seconds minimum (sing '*Happy Birthday to You*' twice as a good timer) before rinsing off.

**Avoid touching your face.** Whilst air-borne droplets are the main infection path, this can also happen through the skin and eyes.

**Avoid shaking hands / social kissing.** The yogic *namaste* seems to be a fashionable response to this, or elbow bumping

**Practice social distancing.** This is perhaps the most difficult to do - we are by nature social creatures. Keep some separation between you and others - no-one should be offended by this in the current climate.

**Clean surfaces** - germs dislike clean, shiny surfaces. This is of course good practice in the home but think about places outside the home that you touch - maybe the workplace or where you take recreation. Organisations ought to provide appropriate cleaning products - challenge them if they haven't.

## IF YOU ARE FEELING UNWELL

Government advice on self-isolation (as of mid March)

- *If you have symptoms of coronavirus infection, especially a high temperature or continuous cough, however mild, **do not leave your home for 7 days** from when your symptoms started. This action will help protect others in your community while you are infectious.*
- *If you live in a household where someone has coronavirus symptoms, **do not leave your home for 14 days**. You may catch the virus yourself and this allows time for the infection to work itself out.*
- *Plan ahead and ask others for help to ensure that you can successfully stay at home*
- *Ask your employer, friends and family to help you get the things you need to stay at home*
- *Stay at least 2 metres (about 3 steps) away from other people in your home if possible*
- *Sleep alone, if possible*
- *Wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser*
- *Stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible*
- *You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact **NHS 111 online**. If you have no internet access, dial 111. For a medical emergency dial 999*

### **Ending Self-Isolation**

*You should remain at home until 7 days after the onset of your symptoms, or 14 days if you live with someone who has the symptoms. After this, if you feel better and no longer have a high temperature, you can return to your normal routine. If you have not had any signs of improvement and have not already sought medical advice, contact **NHS 111 online**. If you have no internet access, dial 111.*

*Coughing may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean you must continue to self-isolate for more than 7 days.*