

# COVID-19

## Community Information Pack

### Introduction

The purpose of this information pack is to provide information and support to you and your household during the coronavirus (also known as COVID-19) situation.

In this pack you will find a list of key contacts, useful links to websites, resources and more - all in one handy document.

Please share this pack within your community so that as many people as possible have the support and knowledge required to deal with his unique situation.

### Health advice

The NHS has provided simple-to-follow advice to help people avoid catching and/or spreading coronavirus:

[www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)

**HM Government**

**NHS**

**CORONAVIRUS**  
**STAY AT HOME**  
**SAVE LIVES**

**The only reasons to leave home are to:**

- ✓ shop for basic necessities, pick up medicine, travel to work when you absolutely cannot work from home and exercise once a day – alone or with members of your household.
- ✗ Do not meet others, even friends or family.

**CORONAVIRUS**  
**STAY HOME**  
**PROTECT**  
**THE NHS**  
**SAVE LIVES**

# How to avoid catching and spreading coronavirus

Everyone should do what they can to stop coronavirus spreading. Here are the NHS tips on preventing the spread of coronavirus also known as social distancing.

## Do:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home
- 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 immediately and wash your hands afterwards
- Avoid close contact with people who have symptoms of coronavirus
- Only travel on public transport if you need to
- Work from home, if you can
- Avoid all social activities
- Avoid events with large groups of people
- Keep two metres apart from other people
- Use phone, online services, or apps to contact your GP surgery or other NHS services

## Don't:

- Do not touch your eyes, nose or mouth if your hands are not clean
- Do not have visitors to your home, including friends and family
- Do not go out unless you have to

# Remember anyone can spread coronavirus

The only reasons to leave home are:

- To shop for basic necessities or pick up medicine
- To travel to work when you absolutely cannot work from home
- To exercise once a day, alone or with members of your household

Do not meet others, even friends or family.

## Self-isolating advice

Self-isolation helps stop coronavirus spreading - do not leave your home if you or someone you live with has symptoms.

If you are self-isolating you must:

- Not leave your home for any reason, other than to exercise once a day - but stay at least two metres (three steps) away from other people
- Not go out to buy food or collect medicine - order by phone or online, or ask someone to drop them off at your home
- Not have visitors such as friends or family in your home

If you have symptoms of coronavirus, you will need to self-isolate for seven days. If you still have a high temperature after seven days, keep self-isolating until your temperature returns to normal.

You do not need to self-isolate if you just have a cough after seven days. A cough can last for several weeks after the infection is gone.

If you live with someone who has symptoms, you will need to self-isolate for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear.

- If more than one person at home has symptoms, self-isolate for 14 days from the day the first person started having symptoms
- If you get symptoms, self-isolate for seven days from when your symptoms start, even if it means you are self-isolating for longer than 14 days.

Read more NHS advice about staying at home here: [www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice](https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice)

## After self-isolation

You still need to stay at home when you finish self-isolating, but you can go out for essential trips such as buying food. The latest advice for everyone is available on the NHS website here: [www.nhs.uk/conditions/coronavirus-covid-19](https://www.nhs.uk/conditions/coronavirus-covid-19)

## Advice for people at high risk

If you are at high risk of getting seriously ill from coronavirus, there are extra things you should do to avoid catching it.

These include:

- Not leaving your home – you should not go out to do shopping for instance
- Avoiding close contact with other people in your home as much as possible

Read the full advice on protecting yourself if you are at high risk on the government website:  
[www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19](http://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19)

## Who is at high risk?

You may be at high risk from coronavirus if you:

- Have had an organ transplant
- Are having certain types of cancer treatment
- Have blood or bone marrow cancer, such as leukaemia
- Have a severe lung condition, such as cystic fibrosis or severe asthma
- Have a condition that makes you much more likely to get infections
- Are taking medicine that weakens your immune system
- Are pregnant and have a serious heart condition

Information:

If you are at high risk, you will be contacted by the NHS. Do not contact your GP or healthcare team at this stage – wait to be contacted.

## Useful links

The following links provide useful, factual and regularly updated information on coronavirus. Please share these links within your communities.

- What is COVID-19 – an overview of the virus: [www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)
- Keep updated on the number of cases in the UK, including the affected areas: [www.gov.uk/government/publications/covid-19-track-coronavirus-cases](http://www.gov.uk/government/publications/covid-19-track-coronavirus-cases)
- Frequently asked questions 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 – Find out what to do if you think you have symptoms. The NHS online form will ask you a few questions and tell you what to do next: [www.111.nhs.uk/covid-19](http://www.111.nhs.uk/covid-19)
- NHS online health and prescription services: [www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services](http://www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services)
- Blaby District Council's coronavirus information page has details about any changes to Council services and useful links to advice and guidance – [blaby.gov.uk/coronavirus](http://blaby.gov.uk/coronavirus)
- Find out about Leicestershire County Council services and any closures at: [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)
- We appreciate that an incident such as this will raise stress levels, anxiety and put a lot of unwanted pressure on people's shoulders. Please visit the NHS Every Mind Matters website for simple, useful tips and advice to support good mental health – [www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips](http://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips)

## 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

Age UK helpline for those over 70, especially those who are self isolating and live alone - 0116 299 2239

## Social media

During situations like this, social media can be an extremely valuable tool for keeping updated on the latest information - including news stories, video content with government and PHE/NHS officials, etc.

However, it can also be rife with fake news and rumour, so it's important to visit reliable sources. Here are some Twitter accounts that are useful to follow for the latest factual advice and information related to coronavirus:

- Public Health England – [@PHE\\_UK](#)
- Department of Health and Social Care – [@DHSCgovuk](#)
- Blaby District Council – [@BlabyDC](#)
- NHS England – [@NHSEngland](#) - The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'.
- Leicestershire County Council [@LeicsCountyHall](#)
- Blaby Police – [@BlabyPolice](#)
- Leicestershire Police - [@LeicsPolice](#)
- Leicestershire Fire & Rescue Service – [@LeicsFireRescue](#)

## Community Advice

There are simple things you can do to help your communities continue to thrive in these difficult times:

- Check in on any vulnerable family members and friends, including your neighbours. Check that they have everything they need and offer to help them with their shopping if need be. Small deeds can make a big difference
- If someone you know is self-isolating, give them a call and/or text and make sure they're OK. Self-isolation can take its toll on your wellbeing
- Try not to report rumours and respectfully challenge those in your community who might be causing unnecessary stress and anxiety for others with gossip and mis-information
- If anyone in your community has been diagnosed with coronavirus, please be aware that this will likely be an anxious time for them. Patient confidentiality means that 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.

## Blaby Community Hub

The Council has launched Blaby Community Hub, which will co-ordinate offers of support from volunteers and information about help and support available to people who are in need during the pandemic.

We want to make sure that during this difficult time vulnerable people who have to isolate can get the support they need, either from friends or family, volunteers in the community or if they are on their own from the Council.

A form is available for people who want to refer themselves, a family member or someone in the community who needs assistance. You can also fill in a form to volunteer to help the people who need support over the next few weeks.

Visit the Blaby Community Hub webpage to fill in either form: [www.blaby.gov.uk/leisure-health-and-community/community/coronavirus-community-hub](http://www.blaby.gov.uk/leisure-health-and-community/community/coronavirus-community-hub)

### **Opening hours:**

Monday to Thursday 9am -5pm, Friday 9am - 4.30pm

These hours may be extended if demand requires it - for the latest Community Hub opening hours please check on the Council website (same link as above).

## Businesses

The government has outlined a package of measures to support businesses, some of these will be delivered by the Council and steps are already being taken to get this support to businesses as fast as possible. Information on all areas of support will be published on the Council's website as soon as it is available.

New guidance will also be available on the Council's website for food and drink establishments setting out social distancing rules, and those able to operate as takeaways.

The government website has all the details for businesses and links to different sections with further information, visit: [www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses](http://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses)

The Leicester and Leicestershire Enterprise Partnership also has information and a form for businesses to access local advice and support, visit: [www.bizgateway.org.uk/our-services/support/coronavirus-covid-19](http://www.bizgateway.org.uk/our-services/support/coronavirus-covid-19)

## Business rates

The Council will pro-actively suspend collection of business rates by direct debit where the business qualifies for business rates 'holiday' as announced by the government. Most businesses in the retail, hospitality and leisure sectors will not be required to pay business rates in 2020/21 financial year. This will be done automatically so there is no need for companies to do anything as the Council will be writing to them.

## Business grants

The Council will be administering applications for and payments of support grants in accordance with government guidelines and regulations. We will be contacting some businesses, but we have also created an online form so that businesses can be proactive and apply for this online.

The form, as well as additional information on reliefs and exemptions can be found on the Council's website, visit: [www.blaby.gov.uk/business-licensing-and-investment/business-rates/reliefs-and-exemptions](http://www.blaby.gov.uk/business-licensing-and-investment/business-rates/reliefs-and-exemptions)



# Coronavirus

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

1



**Palm to palm**

2



**The backs of hands**

3



**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**