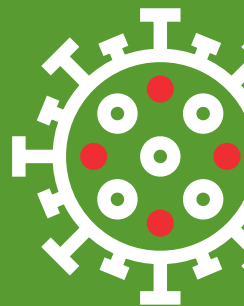


CORONAVIRUS IN CALDERDALE



If you need urgent help and don't have internet access call **01422 392890**.

If you would like to request this leaflet in large print or an accessible format please see back cover for further details.



#KINDNESS



Introduction

This leaflet has been written and produced by **Calderdale Council**. It contains information for you, your family and your community on keeping safe and well during the outbreak of coronavirus, also known as COVID-19.

Calderdale Council

The Council is working hard to keep people safe during this difficult time. We're communicating Government advice and messages to protect residents, have set up volunteer hubs, and are supporting food banks for those in need. We are working to reduce the risk and impact on those who are homeless in Calderdale. We have had to close down some schools and many of our usual Council services until further notice.

If you can access the internet you can find more information at www.calderdale.gov.uk

Keeping updated and informed about coronavirus

The situation with coronavirus is changing all the time. It's really important to keep up to date with what's happening by listening to trusted organisations like the Council and by watching trusted programmes such as BBC News.



You can read the latest information from the Government and sign up for alerts at www.gov.uk/coronavirus

For up-to-date health advice, visit www.nhs.uk/conditions/coronavirus-covid-19

Do you need help from a volunteer?

If you are on your own or vulnerable and can't get support from family and friends, don't struggle at home. For support contact the volunteer hub on **01422 392890**. Please note this number is not for general information about coronavirus. If you can access the internet you can request help here:

www.calderdale.gov.uk/v2/coronavirus/community-support



Food banks

Our partners in the voluntary sector run food banks around the borough to help provide food and essential supplies to people in crisis. Most food banks are still open for collection at specified times and some are looking into home deliveries where possible. We ask if you are using a food bank that you follow the advice on social distancing.



For a list of food banks in Calderdale and information on donating, see: www.calderdale.gov.uk/food-banks

If you have the internet and need help, see <https://calderdale.gov.uk/v2/request-support>. If not you can call **01422 392890**, but please note this is not a general number for information on coronavirus.

Support is also being offered to vulnerable local people through the Community Foundation for Calderdale's resilience fund <https://localgiving.org/appeal/CalderdaleCommunityResilienceFund/> You can also donate here.

Social distancing and staying at home

We should all be staying at home and reducing our day-to-day contact with others to slow the spread of coronavirus. If you need to leave the house, try to limit the time spent outside and keep at least two metres apart from anyone outside of your household group.



When you return home, remember to wash your hands with soap and water for at least 20 seconds.

If you or someone in your household has COVID-19 symptoms (a new, continuous cough or a high temperature) you should all stay at home to avoid passing the infection on to others.

For information on symptoms and what to do see <https://111.nhs.uk/covid-19>. If you do not have internet access call NHS 111.

People at risk

It's important to be aware if you are at a high risk from coronavirus. Those identified as extremely vulnerable will be contacted by the NHS directly. If you have received this letter and need support with food, medicines or anything else, please visit:

www.calderdale.gov.uk/coronavirus or call the number in your letter and register for support, if you do not have family or friends that can help you. Dependent on the support you need, this will either be provided by the NHS or will come to the Council. You will be contacted to confirm your needs.

If you haven't received a letter but are concerned you might be at high risk, visit **GOV.UK**, NHS websites or if you do not have access to the internet call **111**.

Domestic abuse and coronavirus

Some of the things we have to do to help tackle coronavirus (COVID-19), like staying at home, can cause anxiety for people experiencing or feeling at risk of domestic abuse. Domestic abuse is unacceptable in any situation, no matter what stresses you are under. If you are in immediate danger, call **999** and ask for the police - the police will continue to respond to emergency calls. If you are in danger and unable to talk on the phone, call **999** on a mobile, wait, then press **55**. This will transfer your call to the relevant police force who will assist you without you having to speak.

Calderdale Staying Safe offers a free and confidential service to anyone aged 16 and above, who has been affected by domestic abuse and who lives in Calderdale. The service has dedicated male and female support workers offering both emotional and practical support. Call **01422 323339** Mon-Fri 9am-5pm or visit the website www.calderdalestayingSAFE.org.uk

More support can be found at: www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse

If you need urgent help and don't have internet access call **01422 392890**

calderdale.gov.uk/Coronavirus

#KINDNESS

Hygiene advice

Washing your hands regularly is an important way of stopping coronavirus. Make sure you are washing them regularly, especially when you've been outside, are about to prepare food or after blowing your nose, sneezing or coughing.



Use soap and water and wash for at least 20 seconds, making sure all of your hand and fingers are cleaned.

Keeping active

At times like these it's more important than ever to keep active - to stay physically and mentally well. Here are some ideas to get you moving, don't worry if you can't do them all:



- Make sure you move around once an hour - make a cuppa, do the hoovering or walk up and down the stairs
- Stretch your arms, legs and back once a day
- Use an old exercise video, or join in if you see one on TV
- Get out into the garden for a walk or some weeding
- Use household items like tins of food as weights
- Encourage children to play and have some fun. Download the free **'50 things to do before you're five'** app from Google Play or Apple App Store, search '50things'. There are craft ideas, games to play indoors and garden activities for young children.

If you have internet access, you can find free exercise ideas on active.calderdale.gov.uk

Looking after your mental health

Spending any length of time in your home can make you feel isolated and lonely, which affects physical and mental health.

It is normal to experience low mood, anxiety or stress, but talking to people can help. Plan and make regular phone calls, instant messages and texts to friends, family, neighbours and colleagues and entertain yourself at home with hobbies, puzzles and games.

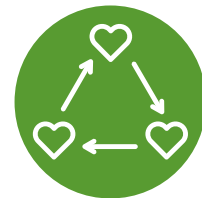


If you have internet access and need guidance and advice visit www.nhs.uk/oneyou/every-mind-matters/

Emotional support

We are all different and there is no right or wrong way to cope or to feel.

Try to maintain a healthy lifestyle - that includes eating well, drinking plenty of water and getting a good night's sleep. Keep regular routines where possible, or help create new ones such as learning, play and relaxation. Don't let embarrassment stop you from talking with others - talking is an important way of dealing with the situation, and children should be encouraged to talk about their feelings too.



Kindness in Calderdale

Throughout the outbreak, our resilience and kindness as people, families and communities will be really important to our health and wellbeing.



Simple acts of kindness can make a big difference to your wellbeing and to others. Send supportive messages to friends, family, neighbours and colleagues. Help in the home by tidying or taking turns with cooking and wave to neighbours or give a simple hello!

If you need urgent help and don't have internet access call **01422 392890**

calderdale.gov.uk/Coronavirus

#KINDNESS

Safeguarding

Safeguarding risks could increase while people are staying at home because of COVID-19. Signs of abuse or neglect can be more hidden as children and vulnerable adults are not seen as much at school or in other settings. There are online risks for young people including cyber-bullying and sexual grooming. Safeguarding is everybody's responsibility and we all have a role when things aren't right.

If you are concerned that you or someone you know is being abused or neglected, please call now:

For adults call **01422 393000**.

For a child or young person call **01422 393336**.

On evenings or weekends the out of hours number for both is **01422 288000**. To report a crime call **101** or in an emergency call **999**.

If you have access to the internet, you can visit www.calderdale-safeguarding.co.uk

Keeping safe from scamming or financial abuse:

- Don't be rushed into making a decision.
- Only buy things from reputable companies and think before you give money or personal information.
- Don't assume everyone is genuine. It's OK to reject, refuse or ignore requests.
- If someone claims to be from a charity, ask them for ID. Be suspicious of requests for money up front.
- Check with family and friends before accepting offers of help if you are unsure.
- You can contact Action Fraud on **0300 123 2040**.

USEFUL CONTACTS

Request help and support

If you have the internet and need help, see <https://calderdale.gov.uk/v2/request-support>. If not you can call **01422 392890**.

Volunteer hub

Contact the volunteer hub **01422 392890** (please note this number is not for general information about coronavirus). Or visit www.calderdale.gov.uk/coronavirus-volunteering

Women Centre

WomenCentre in Calderdale provides tailored support and advice to women who are facing a range of complex issues and need support to move forward. Contact **01422 386500** or visit the website WomenCentre.org.uk

Calderdale Staying Safe

Calderdale Staying Safe provides domestic abuse support and advice to anyone aged 16 and over in Calderdale. Call **01422 323339** or visit www.calderdalestayingssafe.org.uk

Abuse and neglect

If you are concerned that someone is being abused or neglected, please call now:

Gateway to Care - **01422 393000** (Mon-Fri, office hours) Emergency Duty Team - **01422 288000** (evening and weekends) or in an emergency ring **999**

If you are concerned that a child or young person is being abused or neglected please call now:

MAST Team - **01422 393336** (Mon-Friday, office hours)
Emergency Duty Team - **01422 288000** (evening and weekends)

If you need urgent help and don't have internet access call **01422 392890**

calderdale.gov.uk/Coronavirus

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USEFUL CONTACTS



If you need to talk to someone, you can always ring the **Samaritans** on **116 123** or visit **www.samaritans.org**

The **Silver Line** on **0800 4 70 80 90** is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day all year round.

Healthy Minds is Calderdale's local mental health charity - you can contact them on **01422 345154** or visit **www.healthymindscalderdale.co.uk**

If you have access to the internet:

For more information on coronavirus and mental wellbeing visit Every Mind Matters: **www.nhs.uk/oneyou/every-mind-matters/**

For information and tips on being active visit Active Calderdale: **active.calderdale.gov.uk**

USEFUL CONTACTS

Children and young people



Healthy Futures Calderdale School Nursing Team can provide health and wellbeing advice and support for school-aged children and their families. Contact the team on **030 3330 9974** or search '**healthy futures calderdale**' on social media.

Public Health Early Years' Service - Health Visiting Team can provide health and wellbeing advice and support in pregnancy and up to your child being aged 5. Contact the team on 030 0304 5076 (this is a local call rate telephone number)

ChildLine is a helpline for children and young people up to 19 years of age. **0800 1111** (free calls and available 24 hours a day)

If you have access to the internet:

Open Minds Calderdale helps with questions about emotional health and wellbeing and provides information on support available **www.openmindscalderdale.org.uk**

Kooth is an online counselling and emotional health and wellbeing platform for children and young people aged 10-25 years, accessible through mobile, tablet and desktop and free at the point of use **www.kooth.com**



If you would like to request this leaflet in an accessible format, such as large print or audio, please contact ecommunications@calderdale.gov.uk

If you would like to request this leaflet in another language please contact: ecommunications@calderdale.gov.uk

اگر آپ کو یہ معلومات کسی دوسری زبان
یا شکل میں چاہیے تو رابطہ کریں:

আপনি যদি এই তথ্য অন্য কোন মাধ্যম অথবা ভাষায় চান
তাহলে দয়া করে যোগাযোগ করুন :

Jeśli chciałbyś ta, broszurę w innym
formacie, proszę zadzwonić

Pokud byste chtěli tyto informace v jiném jazyce, pošlete e-mail
ecommunications@calderdale.gov.uk

If you need urgent help and don't have internet
access call **01422 392890**

calderdale.gov.uk/Coronavirus

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