

Coronavirus (Covid 19) Special Working Arrangements

Keeping Colleagues and Customers Safe

Keeping colleagues and customers as safe as we can during these worrying times of the spread of coronavirus is Stepping Stone Projects number one priority. As such please read the following information that we have produced for our customers.

Coronavirus – What is going on?

You will have heard on the news about the coronavirus outbreak across the world. This means we all must prepare for it and try to limit its spread and the impact it has if anyone gets it.

Who does it affect?

Everyone but for most people the virus gives you a relatively minor illness, typically a sore throat, dry cough and a temperature. Some people won't even know they have it. However for a small proportion of people it can be really dangerous causing major ill health and even death. It is particularly dangerous for the elderly over 70 and for those with certain pre-existing serious health conditions (eg cancer, lung disease and diabetes).

How do I know I have got it?

Typical symptoms include some of the following:

- Sore throat
- Dry cough
- High temperature
- Trouble breathing

How is it spread?

This is a new illness the Government and NHS have limited knowledge about how it is spread from person to person. It seems to be spread in a similar way to colds and flu through coughs, sneezes and contaminated surfaces.

How do I prevent it spreading?

It is important that you:

- Cover your hand and mouth with a tissue or your elbow when you cough or sneeze

- Discard all tissues used in a bin
- Wash your hands thoroughly with soap after coughing, sneezing, using the toilet, before handling food and regularly in your day to day activities (especially after using public transport or in other places a lot of people use)
- Use hand sanitiser to keep your hands clean
- Avoid your hands contacting your eyes, mouth and nose
- Self-isolate and avoid meeting other people if you feel unwell with a new and dry cough and/or have a high temperature

This will help stop the virus spreading and keep you and other people as safe as possible.

What should I do if I think I have it?

You should:

- Not go to the Doctors if you think you have it.
- Stay at home and telephone 111 straight away.
- Avoid contact with other people – so called self-isolation.
- Stay at home for 7 to 14 days as advised by the NHS using the 111 telephone service
- Tell family, friends and/or your care provider so you can make arrangements for the collection and delivery of food and medicines
- If your condition gets worse you will be advised by the NHS 111 Telephone Service who will make any arrangements necessary for you to go to hospital

What should I do if I feel ill with something else?

You should still contact your doctor to make an appointment about other illnesses and conditions.

It is only if you think you may have the coronavirus that you are asked to stay at home and telephone 111.

If you have any other medical emergency (like a heart attack) you should still ring 999 as this is an emergency.

How can I find out more?

Continue to watch or listen to the news for the latest advice.

More information is also available on Government or NHS websites.

How will Stepping Stone Projects provide support during this time?

It depends how bad the situation becomes and on Government advice.

However we need to protect both customers and colleagues as best we can so we are planning a 2 phased plan.

1. Immediate Phase:

We need to check that we have all your correct contact details (eg telephone, mobile, email and/or social media addresses) so we can contact you.

We will be conducting as many support sessions as possible by telephone or digitally with immediate effect. This will help keep you and colleagues as safe as possible.

We will only conduct home visits where these are absolutely necessary for as long as we can but we may have to cease these if either you are suspected of having coronavirus or the Government advises or instructs us to stop.

2. Next Phase:

If the Government orders a quarantine situation we will operate an emergency only service this will mean:

- For those customers living in our accommodation with offices and/or overnight services we will continue to provide minimal staff cover to these centres for as long as we can.
- But we won't be operating any office or home visiting services for any customers.
- Contact will only be by telephone or digitally as described above.

The following numbers can be used in the event of an emergency:

Redfearn House Emergency Number: 01706 526296

Ashburn House Emergency Number: 01706 366930

Spa Mill Emergency Number: 01282 455780

NHS 111 with suspected coronavirus incidents

Other emergencies 999