

# HAMSTREET COMMUNITY COMES TOGETHER

## Coronavirus Support

This booklet contains information on the Hamstreet Community Comes Together support network and how to access the support. It also contains relevant safety tips. Please read and keep in a safe place in case you or one of your loved ones needs support.

**We are not professionals = this is about neighbours supporting neighbours**

Support available:

- **Hamstreet Helping Hands** - over 50 volunteers are set up and ready to help anyone who is housebound
- **Telephone Chat Group** - we have volunteers ready to phone anyone for a chat who is feeling isolated
- **Hamstreet Dogs** - we will have people with experience of dogs ready to walk dogs who need exercise if owners are self isolating and cannot leave the house
- **Hamstreet Food/Personal Hygiene Bank** - we need donations so that we are ready to support people who need help

## Don't Get Scammed - It is important the Community stays safe:

Scammers and criminals are already looking for opportunities to scam people as a result of the coronavirus pandemic. Happily, there are many more stories of kindness and generosity, but it is still important that everyone is aware of how to avoid scams. **Please keep yourself safe.**

What Happens	What to do
A stranger knocks at your door	Do not open the door, but ask what they want. Do not let anyone into your house
They claim to be from the Health Authority	Do not allow them to take any money or details from you
They offer to do COVID-19 testing or offer to take your temperature	Report to Kent Police on 101. If you ask them to leave and they don't contact 999. Do not open the door

National support lines	
Mind - 0300 123 3393	NELFT & School Health - 0300 123 4496
Samaritans - 116 123	Mother and Infant Mental Health - 01623 722321
Age UK - 0800 169 6565	
Childline - 0800 1111	
Domestic Violence helpline - 0808 2000 247	
NSPCC - 0808 800 600	

# Hamstreet Helping Hands

Support with the practical things when you can't leave the house

Co-ordinators: Jane Sales 07557 808013 / Lauren Aldred 07930 810153

## How to access support from Hamstreet Helping Hands:

By now, you should have had a leaflet through your door with the name and phone number of one or more helpers who live in your street or very close by.

If you've not had a leaflet yet, or you've mislaid it, please contact one of the co-ordinators, tell us where you live, and we will put you in touch with your local helping hands.

## How we can help:

Your local helpers are the people you can call on for assistance if you are self-isolating. They can help you with practical things such as picking up shopping, posting mail, and collecting prescriptions.

### If you are getting help from our volunteers, it is important to note that:

- You should keep at least 2 metres (6½ feet) away from your helper at all times.
- You will have been told the name of the helper doing a task for you. You can ask them to show ID to verify that this is the person you expected.
- Your helper will leave your shopping on your doorstep and ring your bell. The volunteer will agree in advance whether they should then leave or whether they step back and wait for you to collect it.
- You may ask for a receipt for any money you hand over.
- **Do not pass over your cheque book, bank card or pension book.**
- Your shop receipt and your change, if any, will be with your shopping in its bag.
- With regards to paying for shopping, this needs to be arranged between you on a case-by-case basis and relies on your own judgement and trust.
- We advise that you don't ask for more than £20.00 worth of shopping at a time, unless you know and trust your helper.
- If a helper is collecting a prescription, please ensure that it is ready, that the surgery knows who is collecting for you, and that your helper knows the full name of the person the prescription is for. If you pay for your prescription, ... We are putting ourselves at risk by going to the surgery, so we need to avoid wasted trips.

### And most importantly:

- You should wash your hands with soap for at least 20 seconds after touching anything you have received from your helper – shopping, receipts, money, anything.

## Hamstreet Telephone Chat Group

# Are you living alone?

Or simply missing someone to talk to outside of your household

**Hamstreet Community Comes Together** does not want anyone to feel lonely or isolated during the Coronavirus outbreak - particularly those who are unable to leave their house.

**We now have a group of volunteers who are on standby ready to call. This is a self serve group once an introduction is made and, it will be up to you to decide how often and when these calls happen.**

**Please contact Gay Larter on 07851 209492  
(email : [lartergay@gmail.com](mailto:lartergay@gmail.com)) and I will make the connection for you with a  
volunteer.**

Please note we cannot provide advice – but we can provide some time to chat.

### **Mindfulness Apps - that may be of help!**

Smiling Mind app  
Headspace app  
Chill Panda app  
Calm app

Local wellbeing facebook page: Wellbeing Hub

# Hamstreet Food Bank

Co-ordinators: Jackie Samson & Ruth Palmer

## HAMSTREET

### Community Comes Together

#### FOOD BANK IS OPEN!

We have created a food bank to support the village during this unprecedented time.

This food is for anyone who may be struggling through this time and need supplies to get them through.

We are looking for people to work together to donate any of the supplies listed and to notify our street coordinators if there is anyone in need of food or other items.

All items will be delivered and placed outside the front door so no physical contact required.

All parcels and packages will be disinfected prior to leaving on the doorstep.

All requests for support will be dealt with confidentially and discreetly.

## How do I donate?

You can leave any items at 17 Bournewood and 34 Bournewood but only drop off as part of your one form of exercise a day and they will then be delivered to our distribution centre.

## What can I donate?

- Tinned foods including vegetables, fruit and soups.
- Dried pasta and rice.
- Biscuits and cereals.
- Tea/coffee/long life milk.
- Pasta sauces.
- Sanitary items and toiletries.

## Who do I contact if I need help?

Call or message your street coordinator (contact details from leaflet put through your door) and a parcel of what you need will be delivered to your door.

## **HAMSTREET DOGS - volunteer dog walking for those housebound due to the coronavirus**

We are here to put in touch volunteer dog walkers with people who are stuck indoors due to the Coronavirus. There are various local professional dog walking services which we recommend if you have an ongoing need for help with your dog(s) and a list can be provided. Professional dog walkers are regulated and have professional insurance. We on the other hand are just neighbours who like dogs and will try to offer a temporary emergency service to help out from day to day. We cannot commit to any level of service on an ongoing basis and we are not trained or insured. Please do not use this voluntary service to substitute any current arrangement you have with professional dog walkers.

### **How it works:**

#### **Dog owners:**

If you are unable to leave your house due to the Coronavirus (over 70's / in the high risk group) and you have a dog that needs exercising please contact me on the dedicated number or email below. I will ask you some questions around your dog to match the right volunteer.

#### **Dog walkers:**

Please consider carefully if you would like to be on the list for dog walking volunteer. I would like to limit this to over 17's and ideally people who have experience with dogs. If you would like to be considered please contact me on the dedicated number and email below. We will be providing guidance around hygiene to ensure we are not at risk at spreading the virus. It is important to note that under the recent Government announcement the dog walk would count as the **one exercise per day** rule so this needs to be considered

It is important that this support is coordinated as there are very many things to consider. I have experience in this field with work at Battersea Dogs Home, Retired Greyhound Trust and RSPCA.

**Becky Blackmore** 07864376670 email: [hamstreetdogs@hotmail.com](mailto:hamstreetdogs@hotmail.com)

## Guidance from the NHS

The NHS guidelines are changing regularly. If you have access to a computer please review the guidelines online to be sure that you have the latest information. The following information has been taken directly from the NHS website and is accurate as of 24/3/20. Some of our community do not have access to the internet so this contains useful information.

### Stay at home to stop coronavirus spreading

Everyone **MUST** stay at home to help stop the spread of coronavirus

- This includes people of all ages – even if you do not have any symptoms or other health conditions.

Even if you are healthy and not at a high risk, you may only leave your home:

- to shop for basic essentials – only when you really need to, as infrequently as possible. Try to get food delivered.
- to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- to travel to and from work – but only where this is absolutely necessary

### What to do if you have coronavirus symptoms

Continue to stay at home if you have either:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

To protect others, do not go to places like a GP surgery, pharmacy or hospital. **Stay at home.**

Use the online 111 coronavirus service to find out what to do. Only call 111 if you cannot get help online.

## High risk

If you're over 70 or at high risk of getting seriously ill from coronavirus, there are extra things you should do to avoid catching it.

These include:

- Don't leave your home – you should not go out, even for essential shopping or to collect medications. Like everyone else, you should not visit friends or family, or attend any gatherings
- Avoid close contact with other people in your home as much as possible

## 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
- Are over 70

## Other things you can do to stop the infection spreading:

- wash your hands frequently with soap and water – do this for at least 20 seconds
- 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
- stay 2 metres (3 steps) away from other people, if you need to go outside
- do not touch your eyes, nose or mouth if your hands are not clean

