

<Name>  
<address 1>  
<address 2>  
<postcode>

Dear <Name>

### **IMPORTANT ADVICE FOR STAYING SAFE FROM CORONAVIRUS**

Supporting the most vulnerable in our city is an absolute priority for the council and health services. That's why we are writing to you. We believe that you are at a higher risk of getting very ill, and therefore needing hospital care, if you get coronavirus. This is due to your age and/or underlying disease or health conditions.

The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives.

**This letter is intended to complement and link in with any national guidance or information you may receive in the coming weeks. We ask that you support us to support you during this time and urge you to please follow the advice provided in this letter.**

### **NEW RULES ON STAYING AT HOME AND AWAY FROM OTHERS**

- Only go outside for food, health reasons or essential work.
- Stay 2 metres (6ft) away from other people.
- Wash your hands as soon as you get home.

Remember, anyone can spread the virus. When we reduce our day-to-day contact with other people, we will reduce the spread of the infection. That is why the government is now (23 March 2020) introducing three new measures:

- 1. Requiring people to stay at home, except for very limited purposes.**
- 2. Closing non-essential shops and community spaces.**
- 3. Stopping all gatherings of more than two people in public.**

- Strictly avoid contact with someone who is displaying symptoms of coronavirus. Symptoms include high temperature (above 37.8 °C) and/or a new and continuous cough.
- Stay at home unless you need to get essential supplies such as food and medicines (and stay 2 meters away from others when you do).
- Work from home if you are able to do so.
- Only travel if absolutely necessary.
- If you go out for exercise, only do so once a day – and only either on your own or with members of your own household. Remember to stay 2 meters away from others.
- Do not attend any gatherings. This includes gatherings of friends and families in private spaces e.g. family homes, weddings and religious services.
- Keep in touch using remote technology such as phone, internet, and social media.
- Use telephone or online services to contact your GP or other essential services.
- Regularly wash your hands with soap and water for 20 seconds. Ask carers or support workers who visit your home to do the same.

**Social distancing is a really important step in protecting yourself and your loved ones to prevent the spread of this virus and limit its impact.**

**What else can I do?**

- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands immediately.
- Clean and disinfect frequently touched objects and surfaces in the home.

### **Things to think about**

We want to make sure that you stay happy, healthy and connected during this time:

- Make a list of important contact numbers so you know who can support you.
- Have plans in place for receiving any food, supplies and prescribed medication. Order over the telephone or online, and/or ask family or friends to collect and drop at your doorstep.
- Spend time with the windows open to let fresh air in and try to get some natural sunlight.
- Spend time doing things you enjoy such as listening to the radio, watching T.V, reading, cooking and other indoor hobbies.
- If you need help from the benefit system please visit <https://www.gov.uk/universal-credit>.

### **If you get ill**

If you develop any symptoms – (a continuous cough and/or a high temperature):

- **Please do not** go to your GP surgery, pharmacy or hospital.
- If you have symptoms, stay at home for 7 days and self-isolate from others in the home.
- If you live with other people, they should stay at home for 14 days from the day the first person got symptoms.
- If you are feeling unwell and unable to manage at home, or your condition does not get better after 7 days, use the NHS 111 service online or call NHS 111.
- In case of a medical emergency call 999.

### **Local support**

**If you do not have any local support or the person who usually supports you becomes unable to do so, please email: [staysafebekind@wolverhampton.gov.uk](mailto:staysafebekind@wolverhampton.gov.uk) or you can call us on xxxxx xxxxxx. If you are deaf and have hearing difficulties you can text us on xxxx xxxxxxxx.**

We can help you to access local community volunteering services who can help to support:

- Access to essential food, shopping or medication.
- Running urgent errands.
- Linking you with someone to talk with.

You can call this number between 9am and 5pm Monday to Saturday, let us know what support you need, and we will link you to a volunteer.

### **Please do not contact your GP as a result of this letter.**

City of Wolverhampton Council is working closely with the NHS to support all our residents at this time. Some services may need to change to ensure that we can move our resources to provide support to those most in need.

This may mean that services move to telephone or online where possible. More information is available on the following webpage: [www.wolverhampton.gov.uk/coronavirus](http://www.wolverhampton.gov.uk/coronavirus)

Yours Sincerely,



John Denley  
Director of Public Health  
City of Wolverhampton Council



Dr Salma Reehana  
Chair of NHS Wolverhampton  
Clinical Commissioning Group