

Covid:19 - posters, photos and graphics



Support4Spelthorne

☎ 01784 446446

✉ Covid19welfare@spelthorne.gov.uk



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COVID-19: General precautions

Please follow the below guidance in order to control and prevent the transmission of COVID-19



Social distancing

As advised by the government, social distancing is one of the main methods to reduce transmission and the spread of the virus.



Keep at least 2 metres away (6 feet) from others where possible

- when sharing an enclosed space and you are unable to maintain a 2 metre distance, you should wash your hands for 20 seconds or longer before getting into, or after getting out of, the vehicle, or use hand wipes and sanitiser where hand washing is not possible
- teams should keep the windows of the vehicle open for ventilation, and be careful to avoid touching your face at all times. (Defra, issued 8/4/2020)

Good hygiene

This is the **most** important control for preventing the spread of any infection. The following must be followed:



- use tissues to cover your mouth and nose when you cough or sneeze
- place used tissues in a bin (or bag) as soon as possible, remove the bag yourself and dispose of safely
- wash your hands for at least 20 seconds and more frequently than usual
- wash your hands each time before getting into the cab for 20 seconds or more, or use hand wipes/sanitiser when not possible and every time when you get out
- use the antibacterial hand sanitiser gel provided
- refrain from touching your face

PPE and uniform

Gloves: To be effective, glove use needs to be in conjunction with good hygiene measures and good glove discipline. Gloves should already be in use for many activities and this should continue.



- familiarise yourself with the correct procedure on how to put on and remove gloves
- if you stop work to eat, drink or smoke, take your gloves off, wash hands thoroughly (or use hand sanitiser), wash hands again before putting gloves back on
- wipe gloves with antibacterial wipes at end of each day
- dispose of unwanted gloves in bin or bags dedicated for that purpose

Clothing: It is recommended to wash your clothing at the end of each day. Use the warmest water setting. Keep and wash your work clothing separate from your everyday clothes. Remember to wash your hands before touching anything, and then wash your hands again immediately once you have finished.

Vehicle

Cleaning of the vehicle:



- all teams are required to clean their respective vehicle periodically throughout the day and especially at the beginning and at the end of each shift. Cleaning should pay particular attention to door-handles, hand holds/rails, dashboards, steering wheels, hand brake levers, gearbox and other controls and indicator stalks
- do not forget to wipe the keys and key fobs at the beginning and end of each day

Tippling at transfer stations

- You must follow the rules and guidance set by the centre.
- you should wash your hands for 20 seconds or longer before getting into, or after getting out of the vehicle, or use hand sanitiser where hand washing is not possible
- observe social distancing at all times, where possible

Temporary arrangements - cemeteries



Important: Please read this page to find out about the temporary arrangements we have in place to support you during this difficult time.

Office and facilities

Following revised government guidance (19 April 2020), cemeteries remain open to enable people to visit the graves of their loved ones. For your own safety, please be mindful of social distancing when visiting. You can stay together with members of your own household but when meeting other visitors keep to 2 metre distance away.

We are maintaining a burial service. For further information, please email cemeteries@spelthorne.gov.uk or call **01784 446379**

Families

Surrey County Council has produced the bereavement advice leaflet below with information and guidance for the bereaved during the current Coronavirus pandemic.

[Bereavement advice \(Surrey County Council\)](#)

Funeral directors

To protect the safety and wellbeing of those bereaved, our teams and funeral director colleagues, we are closely following government guidelines and the Coronavirus Act 2020. This means that currently, attendance at funerals is restricted to immediate family only, with a maximum of 10 people, until further notice

Links

[Coronavirus bereavement advice from Surrey County Council](#)

[DWP help with funeral costs](#)

[Coronavirus - dealing with bereavement and grief](#)

[Guidance on registering a death](#)

[Charges and Fees 2020-2021](#)

The tennis courts are currently closed until further notice

We are sorry for any inconvenience caused.

Keep up to date with all Council news by signing up to our newsletter or register for My Alerts at www.spelthorne.gov.uk

Follow us on:

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- [Twitter](#)
- [Instagram](#)
- [Spelthorne Borough Council](#)



The playground is currently closed until further notice

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The skate park is currently closed until further notice

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COVID 19 / Coronavirus: Those self-isolating or isolated

We are here to help you

Support4Spelthorne

Support4Spelthorne is a partnership between Spelthorne Borough Council, the Borough's four food banks and Voluntary Support North Surrey (VSNS). The team will ask you a few questions to work out what your needs are and how we can help.

📧 Covid19welfare@spelthorne.gov.uk
☎ 01784 446446
Open 7 days a week 8am - 8pm

Voluntary Support North Surrey

Can help/offer advice:
• Telephone befriending
• Financial advice
• Referrals
• Errands including shopping
☎ 01784 465536
📧 spelthorne.isprepared.uk

Surrey County Council Community Helpline

☎ 0300 200 1008
Monday to Friday: 8am - 6pm,
Saturday and Sunday: 10am - 2pm

Spelthorne Borough Council

Customer Services
📧 customer.servcies@spelthorne.gov.uk
☎ 01784 451499

Food Banks:

If anyone is able to donate resources or make a financial contribution please contact your local food bank.

Manna Food Bank, TW18
covering Spelthorne in cooperation with the other food banks. For further details, contact:
📧 info@mannafoodbank.org.uk
☎ Jean Pinkerton on 07770 478778

Stanwell Food Bank, TW19
covering Stanwell
For further details, contact:
📧 info@stanwellfoodbank.org.uk
☎ Anna-Marie Goodacre on 07429 584286

The Community Foodbank at St Saviour's Sunbury, TW16/TW17
covering Sunbury and Shepperton
For further details, contact:
📧 Community@stsaivioussunbury.org.uk
☎ Claire Hopkins on 07549 952161

The Salvation Army, TW15
covering Ashtford
For further details, contact:
📧 staines@salvationarmy.org.uk
☎ Jacky Vel on 01784 423424



If you or someone you know needs support, please contact Spelthorne Borough Council on:

01784 446446

or email Covid19welfare@spelthorne.gov.uk

The dedicated team will ask you a few questions to work out what your needs are and how we can help.

The Spelthorne4Support community helpline is open 7 days a week, 8am - 8pm.

For further information on: community support, business support, health advice, news updates, advice and guidance, visit: www.spelthorne.gov.uk/coronavirus

Keep up to date with all Council news signing up to our e-newsletter or register for My Alerts at www.spelthorne.gov.uk

Follow Spelthorne Borough Council on:

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Government advice

What you need to do: www.gov.uk/coronavirus

Share this information with your neighbors



Be a positive part of your community



- Think of others, consider your actions and be kind
- Support vulnerable or isolated people where possible
- Follow government guidelines on hand hygiene and isolation



- Connect and reach out to your neighbours
- Stay connected with family and friends
- Check in on one and another



- Share accurate information and advice
- Support anyone who is anxious and signpost them to the Government Public Health England and NHS advice
- Make the most of local online groups



See a GP by video. In minutes.

- ✓ GP appointments from home, work, or on the go
- ✓ Get medical advice, referrals and prescriptions
- ✓ Free NHS service in eligible areas



We partner with local NHS GP practices

We want as many patients as possible to have better access to healthcare. So we're partnering with local NHS GP practices to offer LIVI to their patients for free. You can check on the app to see the list of Spelthorne surgeries already signed up. We'll be covering more areas soon!

How LIVI works

- ✓ Download the LIVI app
- ✓ Book an online appointment - at a time that suits you
- ✓ Get medical advice, prescriptions and referrals



Wave goodbye to waiting rooms

LIVI is perfect for those times when you can't get to the surgery, or need to get an appointment quickly. We're open 7 days a week, with appointments available in minutes. You can also book up to 7 days ahead. With LIVI on your mobile you can see a doctor from wherever you are - at home, work or on the go!

For more details, please visit www.livi.co.uk



#spelthornecommunity



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How you can help

Community Food Bank - covering Sunbury and Shepperton

Contact claire.hopkins@stsaviourssunbury.org.uk Claire Hopkins on 07549 952161 for further details.

Manna Food Bank - covering Staines and Laleham

Contact info@mannafoodbank.org.uk Jean Pinkerton on 07770 478778 for further details.

Stanwell Food Bank - covering Stanwell

Contact info@stanwellfoodbank.org.uk Anna- Marie Goodacre on 07429 584286 for further details.

The Salvation Army - covering Ashford

Contact staines@salvationarmy.org.uk Cath Maughan on 01784 423424 for further details.

Contact Voluntary Support North Surrey

by visiting their website: voluntarysupport.org.uk or call 01784 465536.

Contact **Spelthorne Borough Council** by visiting www.spelthorne.gov.uk



Dear resident,

We hope you are keeping safe and well during these difficult times and enjoy the food box we have delivered today.

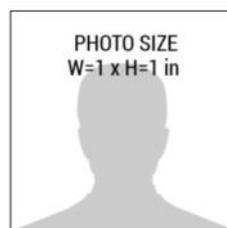
Please be aware that the food in your box has been prepared in a place where allergens may be present and we are unable to guarantee that it is suitable for any specific dietary need. If you suffer with any allergies, please check the products ingredients carefully before you use them.

If you need any help or advice, our Spelthorne4Support community helpline is here to help. We are open 7 days a week and can be contacted by calling 01784 446446 or emailing Covid19welfare@spelthorne.gov.uk. Please do not hesitate to contact us.

For general enquiries about Council services, please visit our website at www.spelthorne.gov.uk or call 01784 451499.

For medical enquiries, please continue to contact your own GP. If you are worried that you may be showing signs of Coronavirus, please call the NHS on 111 or visit their website at 111.nhs.uk.

Best wishes from everyone at Spelthorne Borough Council.



COVID 19 Identification for Spelthorne Volunteers

This is to certify that:

First - Last Name

is classified as a Covid 19 Business Critical Volunteer supporting vulnerable and self-isolating residents in Spelthorne on behalf of Spelthorne Borough Council.

If you wish to clarify any of the information provided on this ID please call VSNS Staines on 01784 465536.

This Identification is only valid until the 10th July 2020



01784 446446 Covid19welfare@spelthorne.gov.uk www.spelthorne.gov.uk

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