

## COVID Email Update 27 April 2020

Good morning to you all, I hope you and your own families are all doing ok.

A few updates for you and forgive me that this is quite a long one this week:

### COVID testing for Critical Workers

On Friday, I emailed you all with information about COVID testing for critical workers and their families. If you or someone in your household has COVID symptoms, tell your line manager and, if you give your permission, they will contact HR to arrange a COVID test for the person with symptoms. Info is also on the Guidebook in the FSCF Procedures tab.

### Weekly Survey

Please take 5 minutes to complete this weeks family needs survey here (use this link as we start a new survey each week) [FSCF FAMILY PRACTICAL AND EMOTIONAL NEEDS SURVEY WC 27 APRIL 2020](#)

### MS Teams – Please get this installed on your laptops

Teams is being rolled out as an upgrade to Skype and Sharepoint. Please can you complete this [Teams Installation Request form](#) for Teams to be installed on your laptop (this will be done remotely). You can then book some training sessions via [Teams page on Essentials](#) to get yourself familiarized with it. You can use it for video calls and messaging as well as a range of other functions. I'll be arranging a whole service meeting using Teams as our platform in 2 weeks time.

### Iftar Boxes During Ramadan

QCCA are providing iftar boxes (hot meals) every day one hour after sunset for people during Ramadan. Collection from QCCA to take home, ensuring social distance is respected. N1C are also delivering Ramadan food parcels in the Kings Cross/St Pancras area. Information is on the guidebook on the Food tab.

### Family Feedback Forms

We would still love to hear from families how your incredible work is helping them during this period. It also ensures families can continue to feed back their views. You can ask a family if they would mind completing a relationship feedback form any time during COVID.. Here is the link to the relationship feedback form to share with families [FAMILY FEEDBACK FORM](#)

### New information uploaded to the COVID Guidebook this weekend (guidebook link here [FSCF COVID GUIDEBOOK](#)):

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| <b>Domestic Violence Safety Plan Guide</b><br>A guide for workers to go through with families who may experience violence in the home during COVID to make sure they have a safety plan in place<br>See Violence in the Home section | <b>Grants from Charities and Foundations</b><br>Link to a database of charities and foundations you can apply to for financial or other support for families (for example white goods, equipment etc) plus the FSCF list of tried and tested grant-making charities<br>In the Finance, Bills and Financial Hardship section | <b>Finding a Job</b><br>New section including a link to Camden Good Work Job Hub, offering help for anyone seeking employment during COVID and beyond<br>In the Employment, Income and Benefits section |
| <b>Free Library Books Delivered to Families</b><br>The Library service have offered free library books delivered to families by our  | <b>EC1 / WC Volunteers</b><br>A link to Holborn Community Association are providing volunteers to help with deliveries, shopping and prescription pick ups  | <b>Key Worker Bike Loans</b><br>Any key worker who wants to bike into work can hire a bike from the Council<br>In the Parking and Transport section   |

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| volunteers. Process to arrange this is in the FSCF Procedures section (Library Book Delivery tab)  | See Local Community Sources of Support section   |   |
| <b>20 minute Care Space</b><br>This is a form of reflective compassion circle, developed by a psychologist in Bristol. For teams and small groups to take 20 minutes on the phone together to reflect and support each other<br>In the Staff Wellbeing section | <b>Long-term Conditions and Disabilities</b><br>More resources for people with physical or learning disabilities during COVID - more to be added soon<br>In the Health, Hospitals and GP section | <b>Online School Lessons with a Teacher</b><br>The new Oak Academy, an online virtual school for all school-age children, with videos taught by a teacher. Free to use<br>In the Childrens Activities and Home Learning section |
| <b>Sexual Health and Emergency Contraception During COVID</b><br>Information from Brook about what services are available and from where<br>In the Health, Hospitals and GP section  | <b>Supervising During COVID</b><br>A guide from Research in Practice for Supervisors supporting staff remotely during COVID<br>In the FSCF Procedures section (Supervisory Practice tab)         | <b>Our Frontline – 24/7 Help for Critical Workers</b><br>A new resource from a group of leading mental health charities to provide 24/7 support for frontline workers during COVID<br>In the Staff Wellbeing section            |
| <b>Parental Emotional Health</b><br>More resources added here, including information about the Crisis Team if a parent is in acute distress, and the Primary Mental Health Care Network<br>In the Keeping Families Emotionally Well section                    |  |   |

As we enter week 6 of the shutdown, our capacity and our referral rate remain stable, and as of today I will not need to implement stage 4 of our emergency management plan. I will as always be monitoring this daily and particularly preparing for schools reopening and any relaxation of the current shutdown.

I hope you and your families are all doing okay physically and emotionally, but as always we are here for you to give you whatever support you need. Camden families and communities are truly looking after each other, and I am proud of us all for lending our hands and hearts to that collective effort.

I'll keep in touch this week with more updates and as always, if there is anything you need, please do shout me.

Stay safe and well.

Becca

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