

# Coronavirus Information

City of York Council

March 2020

## Key Messages

Stay at home, save lives.

Cover the nose and mouth with a disposable tissue when sneezing, coughing, wiping or blowing your nose - think 'Catch it, Bin it, Kill it!'

- Wash hands with soap and water or use alcohol rub
- Don't share cups, cutlery without washing them in detergent first

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do. Use this service or call 111 if your symptoms worsen, you feel you cannot cope with your symptoms at home or your symptoms do not get better after 7 days. Use the NHS 111 online service or if you are unable to then call 111.

## 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 111 coronavirus service to find out what to do.

Only call 111 if you cannot get help online.

## Emergency fund for York residents and businesses

CYC have announced details of emergency funds totalling £1.25m for residents affected by the Covid -19 pandemic.

Residents will be able to receive financial help from two funds, depending on their circumstances and how much help they need.

The two funds are the:

- Emergency hardship fund for residents affected by Covid-19
- Council tax COVID-19 hardship fund

More information is available at [www.york.gov.uk/coronavirus](http://www.york.gov.uk/coronavirus)

CYC have also announced a £1m local emergency fund to support businesses in dealing with the impacts of Covid-19. More information is in the business section of this pack, in the attached business bulletin and at [www.york.gov.uk/businesssupport](http://www.york.gov.uk/businesssupport).

## Information for education and child care providers and families

The government has announced that schools in the UK are to shut until further notice. Schools are now only open to look after the children of keyworkers and vulnerable children.

A helpline to answer questions about coronavirus related to education is now open. Staff, parents and young people can get in touch by:

- Phone: 0800 046 8687.
- Email: [DfE.coronavirushelpline@education.gov.uk](mailto:DfE.coronavirushelpline@education.gov.uk).

Opening hours: 8am to 6pm (Monday to Friday).

### Key workers

In order to continue to provide staff for key services such as health care and public services, schools and settings will remain open for children whose parents are key workers and whose children cannot be safely looked after at home whilst they are at work. These children can continue to attend school or setting from 23 March 2020.

Key workers include:

### Health and social care

This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment.

### Education and childcare

This includes childcare, support and teaching staff, social workers and those specialist education professionals who must remain active during the COVID-19 response to deliver this approach.

### Key public services

This includes those essential to the running of the justice system, religious staff, charities and workers delivering key frontline services, those responsible for the management of the deceased, and journalists and broadcasters who are providing public service broadcasting.

### Local and national government

This only includes those administrative occupations essential to the effective delivery of the COVID-19 response, or delivering essential public services, such as the payment of benefits, including in government agencies.

### Food and other necessary goods

This includes those involved in food production, processing, distribution, sale and delivery, as well as those essential to the provision of other key goods (for example hygienic and veterinary medicines).

### Public safety and national security

This includes police and support staff, Ministry of Defence civilians, contractor and armed forces personnel, fire and rescue service employees (including support staff), National Crime Agency staff, those maintaining border security, prison and probation staff and other national security roles, including those overseas.

## Transport

This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.

## Utilities, communication and financial services

This includes staff needed for essential financial services provision (including but not limited to workers in banks, building societies and financial market infrastructure), the oil, gas, electricity and water sectors (including sewerage), information technology and data infrastructure sector and primary industry supplies to continue during the COVID-19 response, as well as key staff working in the civil nuclear, chemicals, telecommunications (including but not limited to network operations, field engineering, call centre staff, IT and data infrastructure, 999 and 111 critical services), postal services and delivery, payments providers and waste disposal sectors.

If you think you fall into one of the key worker categories, you should confirm this with your employer. They will confirm if you are essential to their business continuity plans and service delivery. If you are unable to care for your child at home, they can attend school or a setting.

## Tax

Employers and individuals struggling to pay their taxes are asked to visit:

<https://www.gov.uk/difficulties-paying-hmrc>.

HMRC Coronavirus Helpline Telephone: 0800 015 9559 Monday to Friday, 8am to 8pm Saturday, 8am to 4pm Find out about call charges

The Treasury has announced a self-employed income support scheme:

<https://www.businesssupport.gov.uk/self-employment-income-support-scheme/>.

There is a lot of information out there and CYC will continue to post information here:

[www.york.gov.uk/BusinessSupport](http://www.york.gov.uk/BusinessSupport)

## Communities and voluntary sector organisations

We know that many people across the city have already offered to help and we welcome this public spirited approach. Strong communities are at the very heart of what makes York such a great city.

Hundreds of people have already put their names forward and we are incredibly grateful for everyone's support.

The Government has recommended stopping non-essential social contact to slow the spread of the Covid-19 infection, with recommendations including those most at risk being shielded from day to day physical contact. We will reflect Government recommendations whilst helping the city focus their energy on those who need it most, including residents' emotional wellbeing through this difficult time.

We are having to move fast and are contacting partners across the voluntary sector to discuss how best to work together to make the most of available funding and support those most in need. The kindness of many mean we are in a position to help those who need it across York.

People needing help because they are directly affected by coronavirus should email:

[covid19help@york.gov.uk](mailto:covid19help@york.gov.uk) for help.

People keen to help and volunteer are being asked to sign up to [volunteering@york.gov.uk](mailto:volunteering@york.gov.uk) or call 01904 551550, or go to [www.york.gov.uk/COVIDVolunteering](http://www.york.gov.uk/COVIDVolunteering).

## Community fund

From 24 March we are asking people who would like to offer financial support to others affected by Coronavirus, to support the Coronavirus Community Fund, set up by the Two Ridings Community Fund.

The fund has been set up to offer local community organisation emergency funding to deal with emerging issues as a result of the continuing threat of Coronavirus.

Any funds received will be used to help community organisations support the people who need it the most. It will also work to assist people and organisations where there are no current suitable services, in order to maintain some level of viability through these uncertain times.

To donate please visit:

<https://www.tworidingscf.org.uk/coronavirus-community-fund/>

and to apply to the fund please, visit

<https://www.tworidingscf.org.uk/fund/coronavirus-community-fund/>.

If you do not have any support, but need it because of the impact of COVID-19, we may be able to help you through this difficult time. To get help, please contact us by:

Email: [covid19help@york.gov.uk](mailto:covid19help@york.gov.uk)

Phone: 01904 551550

## Volunteering

As you will be aware, Covid-19 has become a significant risk to everyone in the UK and beyond. The policies and guidance put in place to reduce the spread of the virus has been changing quickly. As such, we ss guidance to our volunteers that care for outdoor spaces.

Please note, we may need to update this in light of new advice from the Government as it arises. We're working with new and established voluntary groups to recruit, train and deploy volunteers in a safe and coordinated manner, in order to focus resources on supporting the most vulnerable in the city. For those who are interested and able to help volunteer, please get involved via the contact details are:

online: [www.york.gov.uk/COVIDVolunteering](http://www.york.gov.uk/COVIDVolunteering)

email: [volunteering@york.gov.uk](mailto:volunteering@york.gov.uk)

telephone: 01904 551550

### Groups

Groups such as 'Friends of' groups are advised:

- not to hold face-to-face meetings
- to volunteer in open spaces with a maximum number of two people and a minimum distance of 2 metres kept between volunteers and members of the public at all times. If the area is already busy and the minimum distance will not be possible then volunteering must not take place and can resume at a quieter time if possible.

### Individual volunteers

Volunteers are advised:

- to carry out their activity only if it is possible to keep a minimum distance of 2 metres between themselves and other people at all times. If the area is already busy and the minimum distance will not be possible then volunteering must not take place and can resume at a quieter time if possible.
- To contact the council for replenishment of bin bags and other equipment at: [environmentandcommunity@york.gov.uk](mailto:environmentandcommunity@york.gov.uk)

### Groups and individual volunteers

- do not volunteer if you are in an 'at risk' group
- thoroughly wash your hands before, after and, if possible, during volunteering, avoid touching your face
- keep at least 2 metres away from other people
- wash down tools before and after the volunteering activity (particularly handles) with home cleaning detergents
- cough and sneeze into the crook of the elbow or tissue, discard tissues immediately and wash your hands
- visit <https://www.york.gov.uk/coronavirus> for general advice and advice on how to stay safe.

### Warning about scams

The Police are updating their webpage to raise awareness of such scams, please share as widely as possible.

Please beware of fraudsters who are increasingly targeting the public and organisations with emails, texts, phone calls and WhatsApp messages offering advice and treatment for the coronavirus, as well as setting up fake websites selling products and offering 'cures'.

Scammers have also been setting up bogus websites asking for donations for victims or promoting awareness and prevention tips. Cold callers have been contacting organisations suggesting they must have certain measures in place by a certain deadline.

To help members of the public protect themselves from becoming a victim of fraud, Cifas, The UK's Fraud Prevention Service is advising:

- Be sceptical if you receive an email, text or WhatsApp message about the Coronavirus, and never click on any attachments or links
- Never provide personal data such as your full name, address and date of birth – scammers can use this information to steal your identity
- Don't allow yourself to be pressured into donating money, and never make donations by cash or gift card, or send money through transfer agents such as Western Union or Moneygram
- If you think you've been the victim of a scam, then speak to your bank immediately and report any fraud to Action Fraud on 0300 123 2040

Further information on dealing with scams and fraud is available visit Citizens Advice.