

Coronavirus Awareness For Flu Friends

A guide to help support the vulnerable during a Coronavirus outbreak



Contents:

- What is Coronavirus and how is it spread?
- What are the symptoms?
- What can I do to reduce the risk?
- What is a Flu Friend?
- What are the limits of my responsibility?
- Personal safety
- Data protection

What is Coronavirus?

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called Coronavirus.

How is it spread?

- Because it's a new illness, we **do not know exactly how Coronavirus spreads** from person to person.
- Similar viruses are spread in cough droplets.
- It's very unlikely it can be spread through things like packages or food. Viruses like Coronavirus cannot live outside the body for very long.
- Being in close contact with someone who is confirmed to have Coronavirus will increase your risk of catching it (a confirmed case of Coronavirus means someone who has been tested and found to be positive for the virus.)
- Close contact with a confirmed case means:
 - living in the same house
 - contact with their body fluids
 - face-to-face contact, for example talking for more than a few minutes
 - being coughed on
 - being within 2 metres of the person for more than 15 minutes

What are the Symptoms?

The symptoms of Coronavirus are:

- a **cough**
- a **high temperature**
- **shortness of breath**
- But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.
- It's very unlikely to be Coronavirus if:
 - you **have not been** in close contact with someone with confirmed coronavirus
 - you **have not been** to a country or area with a high risk of coronavirus in the last 14 days – see our coronavirus advice for travellers

If you think you might have coronavirus, **use the NHS 111** online coronavirus service to find out what to do.

What can I do to reduce the risk of catching/spreading the virus?

You can reduce, but not eliminate, the risk of catching or spreading Coronavirus by:

- Maintaining **good basic hygiene**, for example washing hands frequently with soap and warm water to reduce the spread of the virus from your hands to face, or to other people.
- **Always covering your nose and mouth** with a tissue when coughing or sneezing.
- **Disposing of dirty tissues** promptly and carefully.
- **Cleaning hard surfaces**, such as door handles, frequently using a normal cleaning product.



Simple hygiene measures like washing your hands with soap and water often, and avoiding people who are unwell, can help stop viruses like coronavirus spreading

- Face masks play a very important role in places like hospitals, but there is very **little evidence of widespread benefit for members of the public**.
- There is currently **no vaccine** for Coronavirus (COVID-19). The virus is so new and different that it needs its own vaccine.

What are 'Flu Friends'?

Flu Friends are friends, relatives, neighbours and local volunteers who could help you if you fall ill. They could collect medicines and other supplies for you so you do not have to leave home and possibly spread the virus.

What are the limits of my responsibility?

What would I be expected to do?

Flu Friends are volunteers who would do anything you might reasonably expect from a good neighbour. That might include:

- Checking that someone is getting the help and support they need via carers, NHS etc
- Picking up essentials from the shop such as milk, bread etc
- Help with small tasks around the house to enable a person to better manage

What would I NOT be expected to do?

- You are definitely NOT expected to provide:
 - Any elements of personal care (eg helping a person to wash, dress or use the bathroom)
 - Domestic services such as cleaning, laundry etc
 - Any tasks that will cause you to incur expense or take up more time than you are able to give

Personal Safety

Although incidents when volunteering are extremely rare, your personal safety is paramount to us so follow these simple points when acting as a Flu Friend:

- Observe the good hygiene advice above. Volunteer Cornwall can provide you with hand gels (if available) and rubber gloves if required but good handwashing technique and good personal hygiene are the most effective form of defence
- Let us know when you are making a visit – but also let a friend or relative know, too. Ensure you know where you are going and allow plenty of time to complete your visit within office hours (9am – 4pm)
- If you can't make an arranged visit at the agreed time, let us know.
- Have your phone with you and make sure it is charged. Put the Volunteer Cornwall phone number into your phone so you can get hold of us if you need to – **01872 266988**
- If you see something that worries or concerns you, report it to us.
- In the event of an emergency, call 999 and ask for the appropriate emergency service first – then contact us and let us know.

Data Protection

- You can share any information you pick up as a volunteer with us but please do not share with anyone else (including your friends and relatives)
- Please pass back to us or destroy any personal details you may record about the people you visit once the volunteering has ended.
- We will not pass on your details to anyone else without your consent.



HM Government



CORONAVIRUS

Have you been to an affected place
in the last 14 days

or

had contact with somebody
with Coronavirus,

and

do you have any of these symptoms?



Cough



Fever



Shortness of
breath

If yes, to protect yourself and others please go
home and call NHS 111 for expert advice.

Find out more at nhs.uk/coronavirus