

DORSET **POLICE** *Federation*



Contents

Message of thanks from the Federation	1
The Welfare Support Programme.....	2
GP24	3
Oscar Kilo National Police Wellbeing Service.....	5
Police Care UK	5
Home Workers Covid 19 Guidance	5
Dorset Police Welfare Team	6
Peer Support Programme	6
TRiM (Trauma Risk Management).....	7
Employee Assistance Programme	7
Financial Wellbeing	7
Police Mutual	8
No1 Copperpot.....	8
Police Credit Union.....	8
Money Saving Expert	9
The Dorset Police Welfare Fund Site	9
Exercise.....	10
DP Family Support Facebook Group.....	11
Useful Services to Key Workers	11
Guidance from Professional Standards Acceptance of Gifts	12
Figure 1: Social Isolating.....	15
Figure 2: Social Distancing at Work.....	16
Figure 3: Social Distancing in a Public Facing Role	17
Figure 4: Coping with Coronavirus Quarantine	18
Figure 5: Advice on Home Working.....	19
Figure 6: Taking Care of Essential Workers Advice for Leaders.....	20
Figure 7: Taking Care of Essential Workers What The Team Can Do	21
Figure 8: Taking Care of Essential Workers How Can I Help Myself?	22
Figure 9: If We Handle It Right, We Will Come Out Stronger	23
Figure 10: Dealing with Death and Bereavements.....	24
Figure 11: Dealing with Death and Bereavements Self Care.....	25

Message of thanks from the Federation

Dear members & colleagues,

As you are aware, we are currently in unprecedented and very difficult times. The COVID-19 virus is currently attacking our local areas as well as the nation, the most vulnerable in our society are falling victim to its destructiveness. As Police Officers we have an extremely important role to play during this time and more is likely to be asked of you all as we move forward.

Over the coming weeks many of you will be asked to help enforce the governments message to the nation to 'stay home', whilst not being able to stay home yourself with your loved ones. This is on top of your normal duties and the risk of meeting those infected with the virus. This does not go unnoticed and we are aware of the pressures and the serious concerns you will have, and you will face.

I am also aware that many of you are absent from work due to the virus, whether that be for self-isolation – a family member with symptoms, self-isolation - showing symptoms yourself, or self-isolation - because you are in a high-risk group. I ask that you remember this **'you are not letting your team down if you have to self-isolate to go home with symptoms, you need to get better and be ready to step back in when the next officer needs to be at home'**.

I am concerned about you and your wellbeing, the effect that the situation, both in work and at home, may be having on you and your family. I also understand that those with family and partners who do not work in the public sector may well be facing very uncertain times in terms of employment and finance.

The contacts and information contained within this document are not exhaustive, we are constantly working with the force to ensure that you are afforded the best protections and that regulations are complied with, Our Chair, Anna Harvey, and Branch Secretary, Ian Roe, are joining the Gold and Silver meetings daily to ensure that the force have your wellbeing at the centre of their decision making. On top of that we also have our own Simon Kempton fighting our corner at the National meetings and with the government.

The team at Dorset Police Federation are communicating regularly using technology to keep updated and feed into the full-time principals with concerns and ideas for our members and colleagues. We currently have the full support of the government and the public and this shows your critical place in managing the situation we are in.

Please contact your local Federation Representative or any of the full-time team if you have any questions or require any advice whatsoever. For any other queries, you can contact the Federation office by emailing office@dorset.polfed.org or you can leave a voicemail on 01202 223732

We are extremely proud of how you are all working and coping at this stressful time.

Sandra Rigby
Welfare Lead, Dorset Police Federation



There is a wealth of information on the PFEW site to assist you in your daily duties and I've attached the link for you here:

<https://www.polfed.org/our-work/covid-19/>

Don't know who you're local Dorset Rep is find them here:

<https://www.polfed.org/dorset/about-us/meet-the-team/>

To help support the mental health of officers doing an extraordinary job during this unprecedented time, the Federation has sought expert advice on how they can manage the difficult situations and feelings they face and have released a video featuring Dr Jess Miller, Director of Research at Police Care UK, providing practical advice for frontline officers policing the Covid-19 pandemic.

As more officers are called-out to recover the deceased victims of Covid-19, there are concerns over the impact this repeat exposure will have on their mental health. There is also a shared anxiety amongst officers who are worried about safety of their families and loved ones as they risk bringing home the virus after each shift. Dr Miller, who is also a Neuropsychologist at Police Care UK and the University of Cambridge has included various techniques which officers can try to combat negative memories, feeling overwhelmed as well as encouraging them to be open and honest with line managers.

Please follow the link below to the video:

<https://youtu.be/JcLo2qKcNxA>

The Welfare Support Programme

The Police Federation of England and Wales' WSP offers our members access to professional support and advice on welfare issues. The WSP staff are fully trained in police discipline procedures and post incident procedures. They are certificated in mental health first aid and are here to listen to your concerns and help you to get the best support available that may assist you in dealing with your current situation. Welfare support is available to all paying Federation members who are:

- Part of a death or serious injury (DSI) at work that results in a post incident investigation (PIP)
- Suspended from duty
- Officer has been served with Gross Misconduct papers
- Federation reps

- Following a consultation with the PFEW & WSP team and it is decided that an officer needs being placed on the programme

In addition, the service is also available to:

- Immediate family members
- Partners
- Any dependants of an officer who have been entered on to the programme by the Federation and WSP team.

If you would benefit from this service in the first instance you should contact your local Federation representative and seek support. Please note, referral to the WSP can only be via the Federation. If it is a medical crisis then please seek help from your GP or local NHS. Once you have been referred to the WSP they will contact you and ensure the appropriate support is provided and arrange ongoing assistance.

<https://www.polfed.org/media/15727/wsp-leaflet-01-20-version-15.pdf>

GP24

If you are a subscribing member of the Group Insurance Scheme, you will be able to access GP24. The GP24 service provides you with unlimited 24/7 access to a practising UK-based GP from wherever you are in the world.

Consultations are available 24/7 by phone or by video consultation. This is particularly useful in the current climate with restrictions placed on visiting your own GPs' surgery.

The cover includes co-habiting family members. Their experienced GPs are able to provide diagnosis, advice, reassurance or a second opinion. Should the GP feel you would benefit from prescription medication, they can arrange and electronically authorise private prescription medication, where the medication will be delivered to you at any UK based address the next working day. The cost of the drugs is chargeable at wholesale rates and you will be told the cost before they are issued. Where appropriate, the GPs can issue private open referral letters and Private Fit Notes. Each consultation is secure and confidential and there is no limit to the number or length of consultations. Please note that some employers may not accept Private Fit Notes.

**To book a GP consultation 24/7 please call:
0345 222 3736 or if overseas:
+44 (0)161 468 3789**

Or you can access services via the web app: <http://philipwilliams.gp24.co.uk>

Services available in the web app:

- 24/7 GP telephone consultation service - video consultation service
- Message Dr
- Request an appointment - health information
- Services near you
- Store your medical notes.

How to save the web app:

iOS device - In the Safari web browser navigate to the web app URL above. Then click the icon shown left and select 'Add to Home Screen' and then 'Add'.

Android device - In the web browser navigate to the web app URL above. Then click the icon shown left and select 'Add to Home Screen'.

Laptop/Desktop – PC - Right click with the mouse to display the menu and select 'Create Shortcut'.

Open seven days a week, GMT:

Monday* - Friday: 08:00 - 22:00

Saturday: 08:00 - 20:00

Sunday: 10:00 - 18:00

***Excluding UK bank holiday**



Oscar Kilo National Police Wellbeing Service

Oscar Kilo is leading on the National Police Wellbeing Programme. Over recent weeks it has been creating the following Coronavirus hub on its website.

I have added a URL below that will take you to the hub, where you will find a large amount of information, such as relevant signposting, advice on self-isolation, home-working and school closures. I've attached a few of their crib sheets at the end of this booklet for your ease.

I've also provided a URL that will take you direct to Mind, the mental health charity. Mind has been working with Oscar Kilo to provide advice on Corona Virus.

<https://oscarkilo.org.uk/category/covid-19-coronavirus-hub/>

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

Police Care UK

Police Care UK is a charity for serving and veteran police officers and staff, volunteers, and their families. You can access practical, emotional and financial support that is confidential and impartial by submitting a referral for you or someone you know. A referral can be made by telephone or via the website.

Police Care UK can help in a number of ways such as, counselling, financial assistance grants, access to specialist equipment funding. Access to Police Care UK can be obtained by visiting the URL below.

<https://www.policecare.org.uk>

Home Workers Covid 19 Guidance

Should you need to access The Corona Virus portal from Home please follow this link:

<https://www.dorset.police.uk/coronavirusportal>

Username: Robertpeel Password: LymeRegis!999



Dorset Police Welfare Team

Should you require any help during this crisis or after, the Dorset Police Welfare Team are on hand to offer confidential, non-judgemental support and advice where needed. If required they can also signpost and refer you to other agencies for further help. I have also included a couple of links to their intranet pages which hold a wealth of information.

Email: Welfare.Office@Dorset.PNN.Police.UK or call 01202 223880 or 700 3880

<http://home/CoVi/Pages/Welfare-Support-and-Confidential-Advice.aspx>

<http://home2013/PP/HW/SitePages/Home.aspx>

Peer Support Programme

A fairly recent development within Dorset Police is the Peer Supporters Programme. Should you wish to talk to a colleague who may have been through a similar situation or you just need to let off a bit of steam, please consider accessing the site on the intranet (link below). You can pick who you would like to talk with and provided they are available they will get in touch. They offer listening, understanding and insight to help a person move back into positive mental health, based on their own lived experiences of what works.

<http://home2013/PP/HW/PS/SitePages/Home.aspx>

TRiM (Trauma Risk Management)

I imagine most of you will be aware of The TRiM Service, they are a valuable resource and are there to support you if you have been exposed to potentially traumatic incident. You should be referred to them by your supervisor automatically when needed, but you can also contact them via the following email.

trim@dorset.pnn.police.uk

Employee Assistance Programme

The purpose of Health Assured is to offer a free 24/7 telephone service available 365 days a year where individuals can access support, information and counselling with qualified Counsellors. The EAP is a confidential service which is completely free of charge and there is no limit to the amount of times you can contact the EAP

Staff can be reassured that the force receives no personal data at all regarding people who use the service. The report below shows the data the force is given by the service provider.

For contact please call 0800 030 5182

Website : <https://healthassuredeap.co.uk/>

Please use the following login details (Login: dlogin, Password: wellbeing).

Mobile app: You can download the eHub Health and Wellbeing Mobile app by searching 'Health e-Hub' on your app store and using the following login details (Login: dlogin, Password: wellbeing).

Financial Wellbeing

Though several of the above partners provide information around financial wellbeing, below are a number of companies and organisations that deal solely with financial advice and products. This list is not exhaustive and independent financial advice can be obtained from other providers if you prefer.

Police Mutual

Police Mutual offers a number of products such as savings accounts (minimum saving of £7 per week), personal loans, debt consolidation loans, home and car insurance, life insurance, critical illness cover, mortgages, healthcare, independent financial advice. Police Mutual have also created an information pack called 'Let's Talk Money and Coronavirus'. This information pack provides information and advice specifically around the types of issues people may face as a result of the current situation.

<https://www.policemutual.co.uk/media/twea03dc/6534-pm-coronavirus-special-final-with-links.pdf>

No1 Copperpot

No1 Copperpot deals only with the police family. They can offer personal loans, debt consolidation loans, student officer loans, commutation loans, mortgages, savings accounts and junior saving accounts. Lending decisions are based on personal circumstances and not just your credit score (savings account must be opened to access any loan product - minimum saving of £5 per month).

<https://www.no1copperpot.com>

Police Credit Union

Police Credit Union (PCU) is part of the Serve and Protect group and is a 'not for profit' financial cooperative set up by the police family.

They currently serve over 32,000 members helping them save and borrow with repayments straight from your salary. The free employee benefit is available for the whole of the police family and is open to serving and retired police officers, police staff and members of their households.

- Here to help you save, there when you need to borrow.
- Join today for free and start saving from as little as £10 per month.
- Loans available of up to £25,000, with no early repayment penalties.
- Free Life Cover on savings and loans.

Learn more or join today for free at <https://policecu.co.uk/>

Money Saving Expert

You may recognise Martin Lewis from ITV's Money Saving Expert TV programme. The Money Saving Expert site is dedicated to helping to cut your bills and to help support your case with journalist research, cutting-edge tools and the support from the wider community – all with the focus on finding the best deals, saving money and campaigning for financial justice.

A guide on financial wellbeing surrounding the current circumstances can be found here:

<https://www.moneysavingexpert.com/>

The Dorset Police Welfare Fund Site

The object of the Fund is to relieve serving employees of the Dorset Police, Special Constabulary and Police Staff or their dependants, who are in conditions of need, hardship or distress. Members of the Fund can apply, in confidence, to the Force Welfare Officer, in their capacity as Cases Secretary, for a small, interest free loan from the Fund or, in exceptional circumstances, a one-off grant may be made. The Cases Secretary will assess applications for suitability based on need. Members will be given every assistance, whilst at the same time, protecting the Fund from misuse. The loan repayments are deducted on a monthly basis direct from your salary and can usually be arranged for any period up to a maximum of three years

If you would like to apply for a loan/grant from the fund, please download the application form below. Once completed, email to welfareoffice@dorset.pnn.police.uk or alternatively you can send a signed copy back to the Welfare Department, HQ Winfrith via the internal post.

<http://home2013/PP/HW/Pages/DPWF.aspx>



Exercise

No need for Joe Wicks, Dorset Police have they're very own Lou Dutch on hand to help us all out.....

The benefits of exercise have been widely publicised, and it couldn't be more pertinent at the current time. It helps to boost the immune system on top of reducing the risk of serious illnesses such as heart disease, diabetes, cancer. It has a huge and positive impact on stress and depression and there is scientific research to prove this.

Importantly though, you don't need to run marathons or cycle around the world (unless that's what you love doing!) to reap these benefits and at the current time we have had to adapt to making home workouts our exercise or making our runs/cycles shorter and close to home.

Just keeping mobile such as walking from the office to make a cuppa or doing a 5-minute routine at your desk will give huge benefits.

As a general population we are not strong enough to do what we do. This is partly due to the sedentary lifestyle that we lead and the advent of increased technology. If you think back to our grandparents/great grandparent's generation they were constantly active doing activities such as washing by hand, walking everywhere etc and now we barely need to move because everything is done at the push of a button. As a result, the muscular imbalances this causes is disturbing. The big powerful muscles such as the glutes (buttocks) fail to work properly and other muscles have to compensate and as a result injury occur. Therefore, we need to move and strengthen the muscles with simple bodyweight initially.... and now is the time we can really focus on this.

Strength work will have benefits such as:

1. Avoiding injury by strengthening muscles and tendons, address muscle imbalances which occur due to muscles being inactive with our sedentary lifestyles.
2. All round body strength which can increase speed (particularly relevant for officers doing their fitness test/operational commitments).
3. Increasing power to attain fitness goals
4. A better all-round athlete/officer which will increase confidence and self-esteem
5. Improved agility.
6. Mental health benefits including assisting in reducing stress and anxiety which at this time is paramount.

If you want any help with starting on your fitness journey, or you already exercise but need help adapting it, I am able to provide you a personal and very specific programme. I can do zoom calls with you to demonstrate exercises within that programme. I can also do zoom 121 and or small group training sessions and workshops and can offer specific desk workouts/exercises to do during your working day.

I'm also doing FB live workouts every day on the DP Family Support Page and I've just set up a Desk2Durable programme for people to do a programme at their desk if they need to and it also caters for those just starting on their fitness journey or getting back into it.

Lou Dutch

Health and Fitness Trainer 5128



DP Family Support Facebook Group

For those of you who use Facebook, a support group has been set up by Officers, Police Staff and their family members to help each other, share anecdote stories, exercise sessions and details about businesses offering help to key workers. This is a valuable resource for anyone who wishes to use it. It is a private group and is not open to the general public however, the same guidelines would apply to anything you post or comment on in the group in the same way that it would on your own page.

Useful Services to Key Workers

ALDI – from the 14th April Emergency workers can access the store 30 minutes prior to opening,

ESSO Garages with SPAR Shops on site – free tea and coffee to emergency workers on site

Fancy's Farm, Portland – They are offering hot drinks in disposable cups to Officers on Duty

Iceland – The last hour of opening Monday - Friday is for key workers

M&S – The first hour of opening on a Tuesday and a Friday is for key workers

Morrisons – Emergency workers can access the store Monday - Saturday 7am-8am

Sainsbury's - Emergency workers can access the store Monday - Saturday 7.30am-8am

SPAR – Preston Road Weymouth – offering a delivery service for your shopping. Email sparpreston@hotmail.co.uk

Tesco – Emergency workers can access the store on a Sunday one hour before opening time.

Waitrose – Have a section with essential items for key workers

These are obviously all subject to change as the Isolation guidelines are reviewed.



Guidance from Professional Standards Acceptance of Gifts

At this time of unprecedented national effort to combat the effects of COVID-19 (coronavirus) and to maintain essential public services there have already been numerous examples of local people, companies and national organisations making significant offers of gifts and hospitality to the police, other emergency services and the NHS. We would anticipate that there are likely to be further such offers over the coming weeks. Ordinarily there are very strict rules around accepting any such gifts and hospitality with force guidance requiring this to be authorised by an officer or staff members senior management before being submitted to PSD for recording.

The force is temporarily suspending the normal process for those gifts and hospitality that are clearly and obviously related to goodwill gestures to assist in tackling the current COVID-19 efforts.

As a result, if an officer or staff member is offered a gift or hospitality under these circumstances, they will need to make a record of this in their pocket notebook and

ensure their direct line supervisor is made aware. There is no need to notify it any further. If it relates to a very low value item such as a hot drink, then there is no need to make such a record.

Before accepting a gift then please consider the following:

Genuine - is this offer made for reasons of genuine appreciation for something I have done without any encouragement by me?

Independent - If I accept it, would a reasonable bystander be confident that I could be independent in doing my job?

Free - Could I always feel free of any obligation to do something in return for the donor?

Transparent - Would I be comfortable if the gift was transparent to my organisation and to the public

To further assist officers/staff the following considerations should be part of your decision making:

Is the offer coming from a national company or corporation or a local individual or business? Offers from large companies or organisation are generally to be considered more acceptable.

Is the offer open to all emergency services or key workers? If it's only for Police, it would not normally be acceptable.

Is the person/company making the offer known to have links with organised crime or public views that are clearly at odds with the impartiality of policing.

Is it essential for us to do our job? Would it be better for other frontline services, such as the NHS, to avail themselves of the offer?

If the offer is linked to a request for publicity such as photo's then this should not be accepted.

Officers and staff should not accept gifts of alcohol.

BP have offered free fuel for emergency services vehicles. Both forces have chosen to adopt this offer subject to the following caveats:

This is only for Police force owned vehicles. Do not attempt to use the offer for your own vehicle.

Only make use of this offer if there is a BP filling station on your usual area of patrol.

Do not travel off your usual patrol area to make use of this offer.

Payment for fuel is to be done in the normal way by use of the force provided 'All Star' fuel card. BP will then ensure that the force is not invoiced for the cost.

Advertised priority access to Supermarkets for key workers:

Only make use of this if you absolutely need to and you are unable to make other arrangements.

Use of ID/Warrant cards to gain access is allowed at this time.

Please be mindful of the potential for this to cause upset amongst other members of the public who are refused access.

Carefully consider your safety and the safety of your family if you make use of this offer.

Given the current situation, officers and staff are asked to be mindful of the difficulties some sections of our communities are experiencing at this time in getting basic food items.

Attributed To

Pete Windle 0619, Superintendent, Head of Professional Standards



COVID-19 - SOCIAL ISOLATING



Figure 1: Social Isolating

COVID-19 SOCIAL DISTANCING AT WORK



Figure 2: Social Distancing at Work

COVID-19 - SOCIAL DISTANCING IN A PUBLIC FACING ROLE



Figure 3: Social Distancing in a Public Facing Role



COPING WITH CORONAVIRUS QUARANTINE



Keep a routine	Even if you are at home and unable to meet others socially, it is important having a routine or structure to your day. Work out a timetable with a time to get up, rest, cook, clean and contact friends. Think about those things you always meant to do but never got around to doing, like sorting out the family photographs, writing your life history or picking up a neglected hobby. Sitting doing nothing creates time for to dwell on the unhappy things in life.
Maintain social contact	Even though you are in quarantine you can still be in contact with friends and family or set up a home office where you can get on with an important project or develop a new idea. 
Avoid family arguments	 If you are quarantined with your family, make sure that there is space for everyone to have personal time. Small irritations can become the cause of major arguments if not handled sensitively.
Plan ahead	 If you think you may be asked to go into quarantine, think about the things you will need that will be difficult to access if you are confined to the house. Are there books you would want to read or recipes you would like to cook or hobbies you would like to pursue?
Don't watch too much news	Restrict the amount of time you spend watching the news. If you are spending more than an hour a day watching it you will find it difficult to think about anything else. By reducing the time you spend watching news about the virus, you increase the time you have to build your resilience and strength through using the time to learn new skills, take exercise or rest.
Manage your fears	It is natural for people to be concerned about their health and wellbeing when in quarantine, but if these thoughts begin to take over it can be harmful. Try to distract yourself with a good film or box set, play games or phone a friend. Write down your worries on a piece of paper, read them and then put the paper into a box or envelope with the instruction you cannot worry about them again for at least six hours.

Developed by Dr Noreen Tehrani from the BPS Crisis, Disaster and Trauma Psychology Section

Figure 4: Coping with Coronavirus Quarantine



ADVICE ON HOME WORKING



Plan your day

If you are not used to working from home you need to have a clear schedule for the day ahead. When you physically go into your normal work space, the day is very much scheduled for you already, but when you are at home you have to do this yourself. However, make your schedule as flexible as possible. For instance, it might be that due to childcare duties you might have to do some of your work in the evening once the kids are in bed. This is fine, as long as you plan this in advance and tell your family what you are doing.

Set ground rules

Working without interruption is crucial. Set ground rules with your family about where and when you are planning to work. This is an unprecedented crisis, so get the family around the table and talk about the rules. If you have children tell them you are working from home and also tell them why, but also be careful not to unduly scare them. Life is going to change for all of us, so let's plan ahead.

Find a suitable space

Finding an appropriate space in which to work in the house is critical. If you are not used to working from home you might have to create a space especially, for instance maybe in a dining room or a child's bedroom. You need to give this serious thought, and again family consultation is really important. As a family get together and say 'let's see if we can organise ourselves effectively'.

Take exercise

When you are going to work in an office you might walk to the train station or bus stop, but when you are at home this discipline disappears which is why you must make time in your day for exercise, especially at lunchtime. It comes back to scheduling. Get out of the house, go for a walk, get some fresh air.



Maintain social contacts

Social media can come into its own during this crisis. Whether it's using FaceTime, Skype or WhatsApp, ensure face to face contact continues with colleagues, family and friends. One of the reasons that many people do not apply for home working is the fear that it will be a lonely process, but it needn't be. Eyeball to eyeball remains really important. We have the technology available to us, let's use it.

Email not always the answer

The temptation when working from home is to only communicate by email rather than picking up the phone or having a video call with a colleague. The worry is that you start using email when actually it would be far better, and wiser, to have a conversation, especially if it concerns a sensitive subject. Rather than dealing with a problematic email simply by replying, say to them 'can we talk about this' and speak to them face to face over video.

Get dressed

Smart casual is fine, pyjamas definitely not. Think about all those video calls you are going to start having. Look smart but wear something that you feel comfortable in. There is no need to go over the top.

Developed by Prof Sir Cary Cooper, Professor of Organisational Psychology and Health with the University of Manchester and Dr Ian Hesketh SRO for the National Police Wellbeing Service

Figure 5: Advice on Home Working



TAKING CARE OF ESSENTIAL WORKERS

ADVICE FOR LEADERS

Demonstrate positive attitudes

When dealing with problems, optimism and commitment will influence the atmosphere within your team. During a crisis it is important that senior management are available and visible either physically or through digital platforms. Leaders need to show they care, understand and support their workers by being prepared to listen particularly to those on the front line.

Show you care

Demonstrate compassion, putting the needs of the worker first, particularly if they are struggling with mental health, have worries about their elderly parents or children, or are going through a divorce or bereavement.



Maintain standards



Whilst it is difficult to maintain all standards during a crisis it is important to identify the standards which can be maintained and maximised such as demand, control, support and relationships.

Set some boundaries



Organise resources to ensure that your teams are taking care of themselves by taking breaks, time off, getting enough sleep, eating a healthy diet and taking exercise. Set good standards by looking after yourself too.



Maintain routines

Starting each day or shift with a briefing creates a sense of normality and control. The briefing helps to make sure that everyone is aware of what is happening and avoids gossip and rumour. It should be two way providing an opportunity for the team to talk about their experiences, to discuss and identify solutions to problems.

Create a sense of coherence

Some people are more resilient than others in any situation. To increase resilience in all your staff make sure they have a sense of purpose, their work is manageable and re-enforce positive attitudes by explaining the purpose and benefit of the tasks to be performed.



Reach out

The future is uncertain and providing comfort through false hope and unrealistic promises is not a good strategy. What is needed from supervisors is openness, closeness and accessibility to respond and soothe through difficult times. This is important for those at work but also for those who are ill, in quarantine or laid off.

Developed by Dr Noreen Tehrani from the BPS Crisis, Disaster and Trauma Psychology Section

Figure 6: Taking Care of Essential Workers Advice for Leaders



TAKING CARE OF ESSENTIAL WORKERS

WHAT CAN THE TEAM DO?

Work together

Teamworking is critical in reducing stress and achieving goals. Successful teams are mutually dependent and work together for shared goals, results and wellbeing. Teams need to have good leaders and a willingness to collaborate and co-operate.



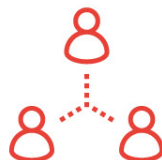
Humour

Together you can motivate each other and provide peer support, use your shared sense of humour to provide emotional distancing from distressing events. Laughter releases tension and binds teams together, however, humour should never be used in a way that belittles the risk of the disease or people's reaction to the situation.

Change

Be prepared to change your habits and ways of working. Be prepared to work with and support other team members particularly new starters who may be volunteers or inexperienced colleagues who lack the knowledge or self-confidence to do the job.

Role Sharing



Role rotation within the team is important so everyone gets the opportunity to do the interesting as well as the less popular or more demanding roles.

Peer Support

Peer support is a very powerful tool in increasing resilience. Have a friendly chat with one of your colleagues or offer them help at a time of distress. Make time to relax with each other to improve the mood and wellbeing of all your team members.

Developed by Dr Noreen Tehrani from the BPS Crisis, Disaster and Trauma Psychology Section

Figure 7: Taking Care of Essential Workers What The Team Can Do



TAKING CARE OF ESSENTIAL WORKERS

HOW CAN I HELP MYSELF?

We all have a personal duty to take care of ourselves and our health and wellbeing. People are different in the way they like to de-stress but there are some general pointers:

Smile

Think about what you have found helpful in making you happy or relaxed (avoiding the harmful crutches such as the excessive use of alcohol or drugs)

Family



Spend time with the family playing games or eating meals together

Exercise

Take exercise, even if it is only in your front room



Hobbies



Listen to music, read a book, pick up an old hobby

Rest

Make sure you make time for some proper rest and relaxation



Talk

Use others around you to talk to if you are feeling exhausted, worn out or worried. You may not want to share your thoughts with a partner but perhaps there is someone at work you trust.

Developed by Dr Noreen Tehrani from the BPS Crisis, Disaster and Trauma Psychology Section

Figure 8: Taking Care of Essential Workers How Can I Help Myself?



COVID-19

IF WE HANDLE IT RIGHT, WE WILL COME OUT STRONGER

ADAPTATIONS FOR LEADERS

Challenges Low enforcement leaders are receiving information on government measures at the same time as the general public. In normal circumstances, we would typically receive a pre-briefing in order to prepare ground operators and messaging. We need to adapt to this new environment.

Adopt a positive mindset This crisis will create different behavioural dynamics within the workforce. Encourage positive thinking to establish new creative ways of working.

Be 100% focused Leadership teams will be 100% focused on problem solving and identifying solutions, whatever operational issues the pandemic is generating. Focus on your people - withdrawing labour can happen if they don't feel they're getting the support they need.

Manage resources During this pandemic we are currently looking at a 10-15% increase in our absence rate. Constantly stress the need to focus on the behavioural response of your workforce to ensure on they succeed.

Are your staff coping? Be aware of how your staff are feeling, are they coping? Implement diagnostics about key issues such as trust, advocacy, wellbeing and inclusion. Identify a person who will help you assess and act on those diagnostics.

WHAT'S BOTHERING OUR STAFF?

Wellbeing There is far more happening in the lives of our staff than we could have imagined, having a major impact on their wellbeing. Some have fallen ill, some have seen their household income drop due to quarantine measures affecting their partners. Children are home and need to be taken care of. Some staff have family members who have complex health issues and conditions.

Risk and fear While some officers are afraid they will become ill, the biggest source of anxiety is the fear they will infect their families and loved ones.

Let's talk about it We need to get to know each other, understand the needs of our staff, adapt and show compassion. Whether we are prepared for it or not, this pandemic is forcing us to personalise the support we give to our people. If we don't listen people will start to disengage and may turn to online channels to be heard.

SOCIAL DISTANCING

Be realistic Many of our people can do a lot to apply social distancing measures, with plenty working from home, but the vast majority cannot go as far as we are asking the public to. Our job brings us into contact with the public, and each other, on a daily basis we must simply be realistic and not patronize our staff.

Inform We need to inform our officers and provide operational guidance, encouraging them to 'do what they can' in such unprecedented times. They will naturally adapt their behaviour based on common sense. It is important to instill a behavioural change at all levels whilst trying to maintain a safe distance from each other at all times.

Good advice

- Politely insisting members of the public do not encroach on safe distances;
- Using the outdoors to have conversations with individuals;
- Instructing people to handle their own clothing / possessions
- Routinely using hand sanitizer before entering service vehicles in order to keep it as clean as possible.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Be realistic Many of our people can do a lot to apply social distancing measures, with plenty working from home, but the vast majority cannot go as far as we are asking the public to. Our job brings us into contact with the public - and each other - on a daily basis we must simply be realistic and not patronize our staff.

Listen Listen to what's worrying staff, acknowledge their fears and come up with plan to address them. Check the plan is happening. Then check it again.

Guidance Establish which PPE is priority and for whom. Understanding the nature of the threat, and how you catch this virus, is crucial. Provide clear operational guidance to your teams, including rationalised use of PPE so that you don't overuse and stocks last as long as possible.

Innovate You may have to think outside the box to find a solutions to any issues you may have, ask others to help. Remember to find out who these individuals are and make sure they feel valued and aren't overlooked in the chaos.

COMMUNICATION

Tell your staff Cut through the noise, ensuring staff understand everything you are trying to do and achieve. Encourage honesty, that's how you'll find out about issues; Acknowledge their concerns; Don't be afraid to tell your staff that you don't have the answer yet; Report back regularly.

Inform the public It is essential to be seen and heard supporting the job your people are doing in the field. Whether this is through video blogs, social media or traditional media, you need to show understanding for public concerns and share with the public what staff have been briefed to do.

IT'S A MARATHON, NOT A SPRINT

Be realistic Expect that you will have to isolate at some point and plan your team roles around it, as well as your personal life. Take the time out for yourself on this one. Insist your leaders take a break because everyone needs their energy levels and mental health in good shape for the time when taking a break may not be an option.

Wellbeing Put the wellbeing of your people at the front of every decision in a crisis, rather than as an afterthought. If you can establish this shift in thinking early it will soon become the norm.

Trust If we do things right, we will come out of this crisis with increased trust. The true test will be in the hearts and minds of the people who just want to know the answer to one very simple question: "Does my boss really give a *%* about me?"

Developed by Andy Rhodes, Chief Constable, Lancashire Constabulary, United Kingdom. Service Director of the National Police Wellbeing Service.

oscarkilo.org.uk

Figure 9: If We Handle It Right, We Will Come Out Stronger



COVID-19

DEALING WITH DEATHS AND BEREAVEMENTS

These do's and don'ts have been developed to help you cope with the psychological impact of dealing with death and bereavement during the Coronavirus outbreak.

DO

- TAKE YOUR TIME** › When calling on a vulnerable person or the bereaved give the time needed to demonstrate care.
- LISTEN TO THE STORY** › Talking is important for the distressed, use active listening to show you understand.
- PROVIDE INFORMATION** › Make sure you have relevant written information and guidance to share
- BE CREATIVE** › Although there are strict rules on not spreading infection, find ways to make a difference.
- SHOW RESPECT** › People may have strong religious or other beliefs. Be respectful of what matters to them.
- ACCEPT THE DEPTH OF THEIR SORROW** › Grief for some is worse than physical pain, acknowledge the pain they experience.
- HAVE PATIENCE** › Distress makes it difficult for people to think straight, be patient and allow time for answers.

DON'T

- MAKE ASSUMPTIONS** › Everyone behaves differently when distressed, there is no normal response to grief or Covid-19.
- BLAME YOU OR OTHERS FOR FAILING** › Hear them out, and accept what is true and recognise this response as frustration.
- MAKE PROMISES YOU CANNOT KEEP** › Be realistic in what you can offer.
- DISMISS VALUES AND BELIEFS** › People may express harmful thoughts or behaviours, check if they are at risk of suicide.
- DON'T FORGET THE CHILDREN** › Make sure that children are involved and their needs to understand are met.
- PUT YOURSELF OR YOUR COLLEAGUES AT RISK** › Make sure you always maintain safety standards and procedures.
- EXPECT TO MAKE THINGS BETTER** › you cannot stop the pain, but you can help reduce it a little.

Developed by Prof Atle Dyregrov, Clinical and Research Psychologist. Founder of the Center for Crisis Psychology in Bergen and Dr Noreen Tehrani from the BPS Crisis, Disaster and Trauma Psychology Section

Figure 10: Dealing with Death and Bereavements



COVID-19

DEALING WITH DEATHS AND BEREAVEMENTS

During the Coronavirus outbreak we all need to take care of ourselves. The following advice, for individuals and supervisors, will help you cope with the psychological impact of dealing with death and bereavement.

Looking after yourself

TAKE CARE OF YOUR WELLBEING ▶ Make sure you get enough sleep, eat regular meals, rest and relax.

THINK ABOUT YOUR PURPOSE ▶ Be clear about why you are doing this job, write down your purpose in a few words.

BE CLEAR ON EXPECTATIONS ▶ Make sure you know what is expected of you and whether it is realistic.

KEEP YOUR BOUNDARIES ▶ Establish clear boundaries between work and personal life, don't take work home with you.

TAKE EXERCISE ▶ Taking exercise, e.g. walking, running and cycling can help you relax and increase wellbeing.

TALK TO COLLEAGUES ▶ Make time to talk to your colleagues about your experiences and share fears and concerns.

VALUE YOUR OWN FAMILY AND RELATIONSHIPS ▶ While work is important, your family and relationships need to be valued.

Tips for supervisors

PROVIDE LEADERSHIP ▶ Provide a clear direction and strategy.

BE VISIBLE ▶ Your presence signals concern and care, this is so important in crisis situations.

SHOW COMPASSION ▶ Recognise and respond to concerns, demonstrate care and support.

MAINTAIN STANDARDS ▶ Make sure that the role demands and requirements are reasonable.

SET BOUNDARIES ▶ Have clear boundaries and monitor that the team are looking after their wellbeing.

CREATE SENSE OF COHERENCE ▶ Ensure everyone in the team is clear on their role and working within their competence.

REACH OUT ▶ Make sure that it is safe for team members to say when they have had enough.

Developed by Prof Atle Dyregrov, Clinical and Research Psychologist. Founder of the Center for Crisis Psychology in Bergen and Dr Noreen Tehrani from the BPS Crisis, Disaster and Trauma Psychology Section

Figure 11: Dealing with Death and Bereavements Self Care