



COVID-19 Welfare Information.



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Message of thanks from NYP 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.

During these unique times many of you are being 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 are facing.

We are 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'**.

We are 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, Rob Bowles, Branch Secretary, Brad Jackson and Deputy Secretary Tony Barnes** are engaged with the Gold and Silver meetings to ensure that the force have your wellbeing at the centre of their decision making. On top of that we also have PFEW's Simon Kempton fighting our corner at the National meetings and with the government.

The team at NYP Federation are communicating regularly using technology to keep updated and feed into the full-time principal officers 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 federat@northyorkshire.pnn.police.uk or you can call the new remote office line on [01904 909483](tel:01904909483).

We are extremely proud of how you are all working and coping at this stressful time and most importantly look after each other and stay safe.



There is a wealth of information on the National PFEW site to assist you in your daily duties, we have attached the link for you here:

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

Don't know who your local NYPF Rep is? Find them here:

<https://www.polfed.org/northyorks/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://www.youtube.com/watch?v=JcLo2qKcNxA&feature=youtu.be>

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>

COPS – Counselling for Officers & Police Staff.

We continue to offer this service; the only change is that appointments will be held over the telephone.

COPS

Counselling for **O**fficers & **P**olice **S**taff

An independent and confidential counselling service is available at your Federation Office on the first Thursday of every month.

No referrals needed.

Just call the Fed Office on 01423 866342 to book an appointment.

The counsellor is independent of NYP and follows strict confidentiality rules.

Avoid lengthy NHS waiting lists and speak with a professional when you need it.

#itsoknottobeok

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

If you are well and you have the ability to work from home

- Subject to the approval of your line management; you will work from home.
- You will discuss with your line management what activity you could undertake whilst at home in line with your force's Business Continuity plans, and how you will maintain contact with your line management while working from home.
- You will work your normal working hours and record them as normal.
- You will continue to work at home until directed otherwise. This could include attending your normal place of work or an alternative agreed location to undertake any such reasonable duties as the organisation requires.

If you are well and you do not have the ability to work from home

- You will continue to work in your normal place of work, or alternative agreed location, taking into consideration organisational distancing and business continuity plans.
- You will continue to work as directed by your line management.

If you have to isolate yourself due to one of your immediate dependants/co-habitees that you live with having cough/fever/shortness of breath symptoms - as per Public Health guidelines

- You will work from home (if that is possible in respect of your role and working hours).

You must follow national Public Health guidance on the length of time you need to remain away from work including following symptoms stopping for all the household.

- You will contact your line management to discuss what activity you could undertake whilst at home in line with your force's Business Continuity plans, and how you will maintain contact with your line management while working from home.
- If it is not possible to work from home – you will have to take special leave (this will be paid)

This leave will not be counted towards any management intervention.



North Yorkshire Police Welfare Dept.

Should you require any help during this crisis or after, the North Yorkshire 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. They can be accessed via a referral from your line manager or you can refer yourself directly by contacting them by email.

For further information about NYP Welfare and contact details follow this link:

<http://thesource/looking-after-you/well-being/Pages/Covid-19-and-your-Mental-Health-.aspx>

TRiM (Trauma Risk Management)

We 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, however, if you or a colleague attends an incident where you believe this process may be of benefit contact your line manager at the earliest opportunity.

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. We continue to offer this service via the Federation office although meetings will be held remotely over the telephone.

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/>

PayPlan

What to do if you're worried about your finances

Coronavirus could mean you'll soon need to start living on less money than you're used to. Especially if you or a family member starts to rely on Statutory Sick Pay (SSP), have had your hours reduced or are completely unable to work.

Financial help steps you can take right now:

1. **Look at your budget** - Your priority is to make sure that you have enough money to meet your basic needs. To do this, work out how much money you need to live on a day to day basis. You can do this by [downloading and completing our handy budget sheet](#).
2. **Prioritise your payments** – Priority debts should be dealt with before your non-priority debts. [Make sure you understand the difference](#) and act accordingly.
3. **Speak to your bank, lender or credit provider if you think you'll miss payments** – If you contact a creditor to explain that you're in financial difficulties, and you're seeking help from a debt advice organisation, most companies will give you at least 30 - 60 days breathing space.
4. **Get debt help as early as possible** – If you are worried about your money or concerned that you will or have fallen into arrears then it's always better to seek advice sooner rather than later. PayPlan offers free and confidential debt help for police officers, police staff and their families. Request a call back or go through their digital journey via: www.payplan.com/police-federations

Free debt advice with PayPlan

PayPlan is one of the UK's most trusted free debt advice providers and is recommended by the Money Advice Service. Its expert advisers offer free and confidential Financial Conduct Authority regulated support, advising on a range of debt-free solutions that are tailored to each individual's circumstances.

Call 0800 009 4146 or get debt advice online at: www.payplan.com/police-federations

North Yorkshire Police Welfare Fund

The object of the Fund is to assist serving employees of the North Yorkshire Police and their dependants who are in conditions of need, hardship or distress. Members of the Fund can apply, in confidence, via the Federation office (the administrators for the fund) for an interest free loan from the Fund or, in exceptional circumstances, a one-off grant may be made. The Trustees 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. We also administer the North Yorkshire Police Welfare properties in the Lake District which can be booked by members at a very reasonable rate. More info can be found by following the link below.

<https://www.polfed.org/northyorks/welfare-fund-charities/lake-district-properties/>



Exercise

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.

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.

There are many online fitness programs specifically tailored for the current lockdown we find ourselves in. If you are concerned about your health or fitness, please consult your GP or the NYP Welfare Dept.

Useful Services to Key Workers

ALDI – Will open between 9:30am and 10am on Sundays solely for key workers in the NHS, Police and Fire Service. From the 14th April Emergency workers can access the store 30 minutes prior to opening,

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

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

If you become aware of any local arrangements with services in your area let us know and we will circulate these to members.



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 has reviewed the current 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.

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

Maria Taylor, Superintendent, Head of Professional Standards



COVID-19 - SOCIAL ISOLATING



COVID-19 SOCIAL DISTANCING AT WORK



COVID-19 - SOCIAL DISTANCING IN A PUBLIC FACING ROLE

“
**I'M WORRIED ABOUT
SOCIAL DISTANCING
AS I WORK IN A PUBLIC
FACING ROLE**
”

Our job brings us into contact with the public and each other every day, we must be realistic and simply do our best.

Aim to keep a
2M DISTANCE
Reposition yourself,
if this isn't possible try taking
the conversation outside



**WASH YOUR
HANDS AS
OFTEN AS
YOU CAN**

Use a hand
santiser and
wipe down your
vehicle before
driving away



Your force will be putting
their own advice and
policies in place and
**COMMUNICATING THOSE
CLEARLY TO YOU**

**LOOK AFTER
YOURSELVES
AND STAY SAFE
THANK YOU**

For more details and
up-to-date information visit:

oscarkilo.org.uk



OSCAR KILO



COPING WITH CORONAVIRUS QUARANTINE

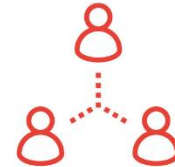


Keep a routine

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.

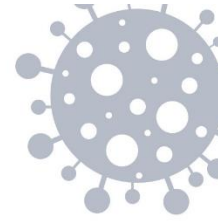
Manage your fears

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



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



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



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



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



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 operations 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 abstraction rate. Constantly stress the need to focus on the behavioural response of your workforce to ensure they are safe.

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 partner. 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



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



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.