



Dear Colleagues,

As you are well aware, we are currently in unprecedented and very difficult times. The COVID-19 virus has accelerated more quickly than anyone had ever envisaged and is likely to continue to do so for several more weeks, impacting on us all heavily as a nation. As Police Officers we have an extremely important role to play during this time and more is likely to be asked of you all over the coming weeks.

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 at home yourself with your loved ones. This is on top of your normal duties and the risk of coming into contact with those infected with the virus. This does not go unnoticed and we are well aware of the pressures and the serious concerns you will have, and you will face.

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.

What does concern us, is your wellbeing and 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. As a consequence of the varying issues you may face, we have made the decision to publish this information pack to offer advice from a number of wellbeing perspectives. The contacts and information contained within this document are not exhaustive, but we have chosen the literature and assistance available that is most suited to your possible situation.

We are constantly working with the force to ensure that you are afforded the best protections and that regulations are complied with. 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 make contact with your local Federation Representative or any of the full-time Federation team if you have any questions or require any advice whatsoever. On behalf of Sussex Police Federation may I pass on our thanks for your continued efforts and professionalism in, what are, unbelievably difficult times. This truly is job like no other, and your personal sacrifices will be remembered by all who look to you to protect them. Please look after one another and stay safe.

CHAIRMAN

SECRETARY

Please look at the dedicated page on the Force intranet site for the latest and up to date information. This is being updated regularly and should be your first point of reference.

The information provided below has some very useful guidance and provides you with advice that you may find helpful but we cannot guarantee the up to date accuracy as the landscape is changing daily.

Useful Links

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- [PFEW ADVICE ON COVID 19](#)
 - [OSCAR KILO - NATIONAL POLICE WELLBEING SERVICE](#)
 - [GOVERNMENT CORONAVIRUS \(COVID-19\) INFORMATION](#)
 - [GOVERNMENT GUIDANCE FOR EMPLOYEES](#)
 - [GUIDANCE FOR FIRST RESPONDERS](#)
 - [LATEST NHS ADVICE ON COVID-19](#)
 - [College of Policing Knowledge Hub](#)

Travel Insurance Information

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- [Travel advice: coronavirus \(COVID-19\)](#)



Important Travel Update:

If you are a member of the George Burrows Insurance & Travel Scheme and planning to Travel in the coming weeks, please note the following from AVIVA on their current stance regarding the Coronavirus. They have confirmed:

Firstly, at the moment based on FCO guidelines if a member does travel and contracts coronavirus they would be covered, subject to policy terms and conditions.

*However, should the FCO advice change prior to departure date and subsequently advises **against ALL travel** then clearly the member cannot go and the policy would be triggered to indemnify the member for losses not covered by any other policies, to which have been usefully checked.*

If during the trip the FCO advice changes and the member is compelled to return (evacuate) then the policy will operate. We may use CEGA to assist albeit as we have seen in Hubei province, it could be a government arranged operation.

If a member decides to cancel out of personal choice prior to the FCO deeming the destination unsafe to travel then the policy would not cover any losses in this circumstance.

We would advise that members speak to their travel operators/accommodators to understand their protocol currently also.



The GP Care on Demand service provides the subscribing member and their resident family with unlimited access to a GMC licensed practicing GP from the comfort of their home or workplace.

You can conveniently schedule a video consultation or request a telephone call back consultation from an experienced GP who'll take the time to support your individual needs. Where appropriate, they will be able to issue an open private specialist referral letter or a private prescription.

If it is identified you will benefit from a second medical opinion the doctor will support you by connecting to the Best Doctors® service which has a network of over 50,000 world leading specialists to review your case in full and help support some of the most important decisions you may have to make around your health. Brought to you by Teladoc Health, a world leader in virtual care, you can use the GP service when you are abroad to access doctors who are practiced in supporting patients wherever they are in the world. Key benefits:

- 24/7, 365 days a year, worldwide access
- Connect via the App, or simply call
- Discuss all aspects of your physical and mental wellbeing
- Unlimited consultations; you can use the service as much as you need
- Connect with a high quality GP* who has the time to listen and to help you

To arrange an appointment simply download the 'Care on demand' App** create an account and book a consult:

*Please note that the app **IS NOT** "GLOBAL GP CARE ON DEMAND"*

Apple Store: <https://apps.apple.com/gb/app/care-on-demand/id1481628208?ls=1>

Google Play:

<https://play.google.com/store/apps/details?id=com.advancemedical.careondemand>

Or you can call: +44(0) 203 499 4891

For the access code please contact the Federation office on ext 544435 or email admin@sussex.polfed.org

Care First

At some stage in their lives most people require advice and information on workplace and personal issues, but it can often be difficult to know where to start looking. The pressure of daily life can sometimes be stressful but having access to the right advice and information can be helpful in combating such pressures.

As a member of the group insurance scheme you have access to an information and counselling helpline service which is available to you 24 hours a day. Expert advisors trained by Citizens Advice are at hand to provide comprehensive answers and assistance on a wide range of issues which may affect your daily life.

The helpline provides you with instant support, advice and counselling. All Care First counsellors are accredited to the British Association for Counselling and Psychotherapy (BACP). The counsellors are available to provide support for any issues that you may wish to discuss, such as bereavement, relationships problems, stress and workloads.

The service is confidential and impartial, and no one will be informed that you have contacted Care First, you don't even need to give your name if you don't want to. The Care First online service provides a library of resources, developed and maintained by a team of professionals. The online resource offers immediate information, answers and advice for a wide range of personal issues such as finance management, childcare and relationship advice, as well as health guides and tips. Resources for work related issues are also available, such as returning to work after illness, planning for retirement and working effectively.

Call: 0800 177 7894 to speak to a Care First counsellor Or

visit www.arclegal.co.uk/carefirst to access the Lifestyle Online Service using the log in details available from your Federation Office.

Lifestyle Counselling Helpline and Online Support

Lifestyle Counselling Helpline and Online Support

To access the Lifestyle Counselling Helpline and Online Support Service for help with a range of problems, from practical everyday matters to sensitive or emotional issues, please call 0800 1777 894 or follow details of obtaining the support online via your policy booklet. If you wish to register for this service please contact your Federation Office for the Username and Password and then [Click this link](#) to register Customer Login | Care first



In response to ongoing developments around COVID-19 (Coronavirus), we want to assure you that we are doing everything we can to ensure the safety of our members, the continuity of business and continued support for our members. The virus outbreak has raised many questions amongst officers, and we will try to answer some of those here and guide you to other areas where you might find helpful advice.

To make sure our members receive the best support your Federation has:

- Ensured pregnant officers were protected in guidance to Forces;
- Made sure officers who are asked to do different tasks are given the right training and tools;
- Continue to make the case that officers responding to COVID-19 incidents are given the correct levels of protection;
- Are helping to shape how Forces deploy and use officers during increased demand;
- Are helping to shape the HR guidance to ensure officers on Special Leave receive full pay;
- Push for better communication to officers so that they have the information they need;
- Have shaped the advice to HR departments around self-isolation;
- Made the case with government that key workers, including police officers, should be given priority access to COVID-19 testing;

In order to continue our service for members, we are taking measures appropriate measures which include:

- Maintaining business as usual via remote working, but please be advised that in the short term there may be some delays in responding to emails and other enquiries

- Ensuring coverage of Post Incident Procedures when officers need us most
- Liaising with providers of travel insurance to get advice to officers when they need it

Government guidance on how we should all react to the outbreak covers advice such as:

- Having minimal social contact, for example avoiding crowded areas or places such as theatres, bars and restaurants;
- Where possible, avoiding public transport or using public transport at times it is less crowded;
- Where roles allow, working from home as much as possible;
- Ensuring good basic hygiene, particularly around regular washing of hands and covering the mouth and nose with a tissue when sneezing or coughing;

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.

If you have the symptoms of COVID-19

- You will advise your force / line management as per the force procedure for notifying of COVID-19 absences, in the absence of any specific procedure normal sickness reporting procedures should be followed.
- You will be recorded as sick on your absence record.
- This absence will not be counted towards any management intervention.
- This absence will not be counted towards any threshold in respect of the calculation of sick pay.
- You will have to follow medical advice about return to work once recovered

If you are aged over 70 or fall into one of the categories of increased risk of severe illness from COVID-19

- The list of those conditions are listed on [Public Health England website](#)
- You will work from home (if that is possible in respect of your role and working hours)
- 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 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

Clearly, our role as police officers means that we cannot always take the same precautions as some others in society. However, there are some practical steps we might be able to take to minimise the risk to ourselves and colleagues:

- You should adopt good hand hygiene and wash your hands for at least 20 seconds using soap and water;
- Keep fingernails short;

- Where possible, be clean shaven as protective masks (where and when supplied) may not otherwise provide the desired level of protection;
- Where possible, keep sleeves rolled up to avoid making unnecessary contact with surfaces;
- If practical, when entering a home or other premise ask the occupant if you can wash your hands before doing anything else;
- Wash your hands as soon as returning to the police station and as soon as you return home;
- Keep your mobile phone, desk, keyboard and other equipment clean;
- If you have the relevant symptoms, report them immediately and follow the advice around self-isolating

In terms of answering the question of whether you should self-isolate, the following may be useful for you:

- if a member of my household has to self-isolate, do I, as a police officer, in the same household have to self-isolate also?

Yes

- a member of my family is in a vulnerable group and live with me. They have been asked to self-isolate for 12 weeks. Does this mean that I too should self-isolate?

No – the advice on self-isolation in these circumstances is clear, in that it depends on you or a member of your household displaying the relevant symptoms, such as a new, continuous cough or have a temperature in excess of 37.8 degrees.

- I am in a vulnerable group, should I self-isolate?

Potentially. Please see the above advice, point 5, which has been provided to forces. The list of conditions regarded as vulnerable to COVID-19 can be found on that relevant link.

- Government advice is to limit social contact, but my role as a police officer surely increases the risk to me because I have contact with the public as part of my duties?

The most recent clinical advice from government advisors is that there is no heightened risk to police officers from carrying out our routine duties. However, the Police Federation has made the case that officers dealing specifically with suspected cases of COVID-19 should be provided with the relevant protective equipment. The latest government advice on what equipment is appropriate can be found on the [Public Health Advice To Emergency Responders](#).

Covid-19 Financial Support



Police officers will understandably be focused on supporting the public through the Covid-19 crisis. But you may also face personal difficulties around reduced household income or childcare, and the resources below are here to help.

Police Mutual

At Police Mutual we have been considering the increasing concern surrounding coronavirus and we want to assure you that Police Mutual is committed to maintaining the service we provide to you, our members and customers.

We have put contingencies in place to help us to ensure that we remain open for business as the situation evolves.

Remember, you can access our website where you can view our product range, get a quote and choose to buy your cover for many products. The site is fully optimised for use on mobile devices.

For more information about our products and services and our response to the Coronavirus pandemic visit our website www.policemutual.co.uk

Serve and Protect (incorporating Police Credit Union)

Here are five ways you can manage your finances during the coronavirus pandemic.

- Mortgage Payment Holidays – if you are struggling to keep up with your mortgage you may be eligible for a rest period of three months. This is a voluntary break offered by a few banks. Contact your bank to find out if they offer it. The cost of the 3 months will result in a small uplift on your remaining payments, and you will still be charged interest for this period
- Access your Fixed-term Savings Account – if you want to withdraw from a fixed-rate savings account before your term is up, you will usually incur penalties for early withdrawal. However, several banks have pledged to waive penalties because of COVID-19. Your interest may be affected, so if you can manage without, do so. Instead, look at cutting down your outgoings and creating an emergency budget plan on the free tool on our website policecu.co.uk/loans/budget-planner

- Help for Renters and Landlords – if you are struggling to meet your pay your rent contact your landlord in the first instance to work out a realistic repayment plan. New legislation set to be imposed by the government means that no evictions can take place lawfully within the next three months. Existing protocols in place for social landlords dealing with rent arrears will also be extended to help private landlords manage the deficit
- Avoid high cost lenders – in tough times it can be tempting to turn to high cost lenders or high-interest credit cards. Whilst this might solve the problem to begin with, it can often leave you in a worse position. There are ethical alternatives out there that can help you, like the credit union
- Speak to someone – too often, when we face financial worries, we are too afraid to talk to someone. Instead, we suffer in silence. If you are already feeling the impact and are having difficulty paying your debts, reach out to your creditors as soon as you can

Contact our Member Services team by calling 0121 700 1222 or emailing info@serveandprotectcu.co.uk



No1 CopperPot Credit Union offers savings, loans and mortgages exclusively for the Police Family.

No1 CopperPot Credit Union are a not-for-profit organisation, offering savings, loans and mortgages to the Police Family.

We encourage members to **save small amounts** on a monthly basis via payroll deduction. The idea is that if an unexpected bill arises or you find yourself short of cash, you can withdraw your savings, rather than relying on a loan or credit card and having to pay interest. Your savings are safe and available for withdrawal at no cost. Our deposits are not linked to stock market performance, so your savings will not be affected by current events.

A reminder to our current members: Your savings are easily accessible and you can make a withdrawal either via our website or over the phone.

We offer clear and fair **loans** for a range of purposes and help thousands of members of the Police Family every year. Each loan application is personally assessed, and we base decisions on affordability, not just your credit score.

Additional benefits:

- Life Protection included with membership free of charge

- Manage your account online
- Personal service – contact us if you need to talk about your current financial situation
- We are a not for profit organisation – surplus profits are given to members every year

For more information or to join please visit www.no1copperpot.com



Free and Confidential Debt Advice For The Police Service

Money worries are constantly on the minds of many, and the stress of having to cope with this - coupled with the effect it can have on work, family life, health and relationships - can be all consuming. Sharing these concerns with the people closest to you isn't always an option for everyone but ignoring these worries can make things worse.

PayPlan have been working with Sussex Police Federation to provide free comprehensive advice, guidance and support for anyone struggling with their finances. Our purpose is to help you take back control of your money.

For over 20 years, PayPlan have been helping Police Officers in difficult financial situations and during that time have developed a wide range of practical, long-term solutions that can not only help to manage your money, but also enable you to live your life. We believe that you can, and should, live a happy life whilst repaying your debt.

For free, confidential and impartial money advice, you can call PayPlan on 0800 009 4146 or visit payplan.com/police. You'll find our team of trained advisers understanding of your situation and always on hand to help you find a solution that fits your life. They will never tell you what to do, but they will offer you best advice, share their experience and help you every step of the way.

[Take charge of your debt - We're here to help](#)

Press Ctrl and click on the picture below to access further useful information.



Oscar Kilo is the national police wellbeing service and they offer some really useful advice if you've worries about social distancing whilst at work, making valuable contributions whilst working from home and many more:

<https://oscarkilo.org.uk/covid-19-whats-worrying-our-people/>

We all need to look after our mental wellbeing and doing so at this time is even more important. The NHS have some good suggestions 'Coronavirus and mental wellbeing' accessed via this link here:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Help for Parents

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>