

Health and wellbeing information to support you during this difficult time

February 2021

Thank you for all you have already done during the pandemic. You have demonstrated the very best of our city.

Throughout last year, you adapted quickly, followed **national guidance** and supported each other in difficult times.

Now, the new variant and restrictions have created new challenges and we must adapt again. We know that 1 in 3 people don't have symptoms of Covid-19 and could be spreading the virus unknowingly.

So please, act as if others have it and **remember**: if you have symptoms – a temperature, prolonged cough and loss of your sense of smell or taste - do not go outside.

If you have symptoms, only go out for a test which you can arrange at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or by calling **119**.

Covid-19 helpline

If you're on your own and don't have any support, we can help you.

Please email: covid19help@york.gov.uk

or call: **01904 551550**



Top 5 tips for looking after your health and wellbeing

Taking care of your mind as well as your body is really important while staying at home because of coronavirus.



Talk about your worries: it's normal to feel worried or helpless about the current situation. Talk with friends and family to share how you are feeling.



Keep a regular routine and set goals: you could write a plan for your day as achieving it gives a sense of control and purpose. Good-quality sleep really helps you feel emotionally and physically better.



Manage your media and information intake: if constant news and social media updates are making you worried, try to limit them.



Do things you enjoy and try something new: focus on your favourite past-times, learn something new, or simply take time to relax. This can ease anxious feelings and help lift your mood.



Look after your body: physical health has a big impact on how we feel, so eat healthy, well-balanced meals, drink enough water and exercise regularly.

For more tips and advice on how you can look after your emotional wellbeing visit: [nhs.uk/oneyou](https://www.nhs.uk/oneyou) or for things to do during lockdown, visit [livewellyork.co.uk](https://www.livewellyork.co.uk)

Symptom-free testing for residents

Symptom-free testing is now available to anyone living or working in York who can't work from home during the lockdown, and who comes into contact with others.

Tests should be carried out on a regular basis. More slots have been made available and we're working hard to increase capacity to meet high demand.

You can get further information and book at

york.gov.uk/SymptomFreeCOVIDTest or, if you need help booking, call **01904 551559**.

Health services for you

GP services, pharmacies, NHS 111, out-of-hours services and emergency departments are all available to help you if needed. Your initial contact with a GP may be by a phone or video link.

For how to best use the NHS visit: www.nhs.uk

Patients can order repeat prescriptions on the NHS App and through their GP surgery website, where available. Find out more at www.nhs.uk

What we can all do to help

Please look out for each other and share how we can help save lives:

- Wash our hands regularly for 20 seconds or more with soap and water
- Wear a face covering when in busy public spaces
- Give people space – 2m is best
- Self-isolate when asked to by Test and Trace or if you have symptoms please get a test
- Please check in on those you know in a Covid-secure way to see if they are ok.

Keeping the city moving

We're working hard to ensure essential frontline services, such as waste and gritting, will continue during this new lockdown. As the number of Covid cases increase in the city and nationally, it's inevitable we will also see infections increase among our workforce, which makes delivering some services challenging. We have acted quickly and brought in extra measures like stricter staff bubbles to protect staff, and redeploying staff from other services.

Changes have been introduced to prioritise household waste collections and gritting services. All but essential highways maintenance works are now paused during lockdown.

Many key workers use our roads and our gritting teams must continue to keep them clear and safe. Grit bins can be used by residents and are being restocked. Please also help relieve pressure on the NHS by taking extra care walking on untreated side roads and footpaths.



Supporting businesses

We're working with partners to keep supporting businesses through these difficult times.

We've already paid out over **£126m grants** and relief to support York businesses during the pandemic.

Together with being one of the fastest paying authorities, we're continuing to press for more support for businesses and employees.

You can check out which grants and other support is available such as protecting you and your staff, skills development, finance and much more at york.gov.uk/Business

There will be more support available as York moves out of lockdown and into recovery.

Get the latest business support news first, through our business-focussed resident update, register for yours at york.gov.uk/form/EmailUpdates

Self-isolation support for workers

Our discretionary payment scheme for York residents who are required to self-isolate by the NHS Test and Trace programme, has been extended with an extra **£100,000**.

Eligible applicants receive a single **£500** payment for suffering financial hardship during their 14-day quarantine. Our scheme is for those who don't meet the Government's Test and Trace Support Payment criteria.

Find out more and apply at york.gov.uk/selfisolate or call **01904 551550**.

Schools stay open

Our schools are open for:

- Children of critical workers
- Vulnerable children - including those who have a social worker, and those with an Education, Health and Care Plan (EHCP).

Schools are sending out information about their remote learning arrangements for children who are staying home. This will be a mix of online learning and hard-copy learning packs. If you need computer equipment for home-schooling, talk to your school. **Early years settings and special schools remain open with robust covid control measures in place.**

(information accurate on 12 January 2021)

For further information, visit: york.gov.uk/SchoolClosures

Looking after yourself and your children

Parents and children can use a variety of online resources during lockdown.

We've created a parent pack which includes wellbeing, family schedules and timetables to help structure the day. The pack also includes information about how to talk to children about coronavirus.

You can find out more or download the pack at:

york.gov.uk/COVIDSchoolsAndFamilies



Support is just a call away

You're not alone in lockdown. If you're feeling lonely or isolated, we can offer company and conversation. You can opt to receive friendly telephone calls, doorstep natters (socially distanced, of course) or letters. Or we can help connect you to family and friends through your smartphone, tablet or computer.

Just call **01904 551550** or email **covid19helpline@york.gov.uk**. You will be asked how you'd prefer to be contacted, and a carefully-chosen volunteer will get in touch in your preferred way.



For other sources of support you can call:

York Carers Centre
on **01904 715 490**

The Haven
on **07483 141 310**

between 6-11pm.

Samaritans
on **116 123**

York Mind
on **01904 643364**

Libraries remain open for essential services

York, Acomb and Tang Hall libraries will stay open during the lockdown for essential services.

Books will be available through click and collect and there will be access to computers and printing for people who do not have these at home.

All books currently on loan will be renewed until 31 March 2021.

Find out more about online services at **[exploreyork.org.uk](https://www.exploreyork.org.uk)**

Beware of scams!

Be wary of people offering or selling:

- ▶ Vaccines or miracle cures – you will be sent an invitation by the NHS
- ▶ Over-priced or fake goods
- ▶ Shopping or medication collection services – many shops will deliver free and your surgery or pharmacy can help deliver prescriptions
- ▶ Offers to clean your home of coronavirus.

Protect yourself and others:

- ▶ If you're unsure, check with family and friends before accepting offers of help
- ▶ It's OK to refuse or ignore approaches. If someone tries to pressure or rush you, they are unlikely to be genuine
- ▶ If it sounds too good to be true, it probably is
- ▶ Only buy goods or services from trusted sellers
- ▶ Think carefully before parting with money or personal information.

For advice on scams call the Citizens Advice Consumer Helpline on **0808 223 1133** or email **public.protection@york.gov.uk**

Sign up for regular updates

To get information about national guidelines and local services, links to useful resources and information, as quickly as possible, you can subscribe to our regular resident newsletter.

Sign up at **york.gov.uk/form/EmailUpdates**

(Information accurate on 12 January 2021)