# **Covid-19 Contingency Planning**

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| Use this tool as a guide as you plan support for the resettled family during these unprecedented and unsettling times. If any questions or challenges arise from this process, do get in touch at [communitysponsorship@citizensuk.org](mailto:communitysponsorship@citizensuk.org). Additionally, if you would be willing to share with us, we’d love to see your plans, so that we can share your creative ideas and resources with the Community Sponsorship network. **Some useful resources:** **Government** - Coronavirus support for employees, benefit claimants and businesses - [link](https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses)  **Reset** - Covid-19 Guidance - [link](https://training-resetuk.org/toolkit/working-with-refugees/dealing-with-challenges/covid-19-guidance)  **ESOL** - Learn English at home - [link](https://mcusercontent.com/3635ee491e1659a5b04a136f3/files/b330048b-d8b9-4b5b-96b4-57d33dccd983/ESOL_Study_at_Home.pdf)  **YouTube** - Exercise at home videos - [link](https://www.youtube.com/results?search_query=body+coach+pe)  **Doctors of The World** - Covid-19 Guidance in Arabic - [link](https://www.doctorsoftheworld.org.uk/wp-content/uploads/2020/03/Arabic-Covid19-Guidance-v2-16.03.2020-1.pdf) | | | | |
| *Area of Resettlement* | *Which group member will take lead responsibility for this?* | *Notes*  *What plans are currently in place? What challenges are you facing in this area?*  *For help or information/resources, email us at* [*communitysponsorship@citizensuk.org*](mailto:communitysponsorship@citizensuk.org) | *Action Points for Group*  *What will your group do? Deadlines?* | *Follow-Up Notes*  *After the first week, add your follow-up notes on learnings and further action.* |
| **Understanding the Guidance**  What information have you shared with the family?  Do they understand the situation? Do they know [the government](https://www.gov.uk/coronavirus) and [NHS](https://www.nhs.uk/conditions/coronavirus-covid-19/) rules and advice?  Do all family members and volunteers understand the importance and meaning of the lockdown?  *Arabic translation available* [*here*](https://www.doctorsoftheworld.org.uk/coronavirus-information/)*. Being updated regularly - please check it has been updated with the latest guidance before sharing.* |  |  |  |  |
| **Communicating News, Updates and Advice on Covid-19**  How will you keep the family up to date on all government and NHS guidance?  How will you ensure they understand the severity and consequences of not following rules, without causing panic and unrest. |  |  |  |  |
| **Meeting Immediate Needs**  How will the family get food and medicines?  Do they have access to the internet and methods of communication?  Have you scheduled regular online/phone check-ins? |  |  |  |  |
| **Health**  How will this impact the family’s health? What urgent needs are there?  Do they have scheduled appointments, and how will these be affected?  Do they have access to the medicines they need?  Do they have the ability to speak to a GP where necessary? Will they need help to access an interpreter?  Are they able to use 111, or will you need to help them? |  |  |  |  |
| **ESOL Classes**  Have you created a plan to allow the family to continue learning ESOL remotely?  See this [link](https://mcusercontent.com/3635ee491e1659a5b04a136f3/files/b330048b-d8b9-4b5b-96b4-57d33dccd983/ESOL_Study_at_Home.pdf) for useful resources |  |  |  |  |
| **Benefits and Employment**  See updates on benefits here: <https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus-Sickness>  Turn2Us have updated their benefits calculator: <https://benefits-calculator.turn2us.org.uk/AboutYou>  How do the changes to the benefits system impact the family? Do they understand these changes?  Face-to-face Job Centre appointments are being replaced by online and phone – how will you help the family manage this change? Do they know how to access and use the online journal? Can they access translation support?  Do you need to recalculate their expected income?  If the family are in employment, how will they be affected?  Can they claim additional support through benefits? |  |  |  |  |
| **Education**  Do the family understand that schools have been shut-down and exams cancelled?  Have you planned to translate and explain any updates from the school?  How will children access online teaching? (Some resources above)  How can you equip parents to be able to support home-learning? |  |  |  |  |
| **Housing**  Does this impact their housing situation in any way?  Are they still able to pay rent?  If something needs fixing in the house, how will this be managed? |  |  |  |  |
| **Mental Health & Wellbeing**  Have you developed a plan to keep the family uplifted during social isolation and uncertain times?  Is there anything you could provide for their entertainment?  Do the family know about open spaces they can go for exercise while maintaining social distancing?  Are there any resources that could support the family’s mental health during this time? |  |  |  |  |
| **Volunteer Self-Care and Communication**  How will you keep the group’s spirits uplifted during these times?  (eg. Could you arrange a regular group skype call?)  How will you communicate with each other?  Do you have support structures in place in case anyone needs to self-isolate? Can you support one-another?  Are you plugged into local Whatsapp and Facebook groups for your area to arrange additional support (e.g. neighbours who can do your shopping if you are quarantined)? |  |  |  |  |
| **Additional Support in the Community**  Do you have additional capacity?  Would you be willing to consider using your networks and support systems to provide help to other vulnerable people in your community?  Would you be willing to consider supporting your Local Authority to help other resettled families and asylum seekers in your area? |  |  |  |  |
| **Any Additional Comments** |  |  |  |  |