

15 April 2020

Dear Resident

During this difficult time, we thank you for your understanding to date, for all the support you have given to our staff, for the many compliments that you have sent in and for the many messages of support you have written.

As you can imagine, staff morale is critical, and the more you and the Board and I can support them and praise them for working in extraordinary conditions the better, there can never be enough. So thank you.

In the current crisis, where the situation changes so rapidly, we understand that not everyone is able to note every update on the notice board or through media, therefore, to ensure that you are up-to-date we list below the Government Guidance for all E.P.T. residents:-

Staying at home and away from others

We ask that you all please read this and follow these guidelines, if not for your own health, then for that of everyone else living or working at your site or in your local NHS area. The UK needs to minimise the rate at which everyone contracts the virus to avoid unnecessary deaths.

- **Follow Government guidelines** regarding Social Distancing. This is vital, if not for your own health, then for that of everyone else living or working at your site or in your local NHS area. As stated previously, the UK must minimise the rate at which the virus spreads to avoid unnecessary deaths, and we **all** have our part to play in that.

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Please contact your Housing Support Officer or Manager by telephone or using a pull cord or pendant. If you feel that you need to speak to your HSO face-to-face, you can knock on their office door to do so or if you see them in the corridor, please remember to **always keep a minimum 2 metres** (6.5 feet) distance away. Unlike many sheltered housing providers, we have been keeping staff on site to be able to support you all as much as we can. However, we must also protect our staff, who are already taking great risks by coming into work every day, but who have unanimously chosen to continue providing as much of the support service that they possibly can.

- **Do not congregate** in groups of more than 1 person (2 if you are a couple living together) in any indoor communal part of your site. Please follow the Government guidelines in the communal gardens and keep a minimum of 2 metres (6.5 feet) apart at all times. Please bring your own drink and snack from your house, do not make drinks for each other or share food from your homes, as per the guidelines just in case there is a risk of infection.

- **Visitors**

It is ok for family or friends who are not classed as 'shielded' to drop food or other essential items to your **outside** door if it is directly onto the street or outside the communal door. However, no visitors even if they are family members, are permitted to access **any** of our sites communal gardens, resident's homes or reception areas, even if they carry out social distancing. This is extremely important and we would ask you all to co-operate. Once the lockdown has been lifted you will again be able to spend time with your loved ones and friends, but this is not possible at the moment. The only exception is for carers.

- **Personal Protective Equipment (PPE)**

I confirm that we do have full PPE equipment available for our staff to use if required. However, the Public Health England guidelines of contacting the GP and 111 in the first instance will be followed.

- **Connecting with each other, friends and relatives**

As you know, we are looking to provide the option to connect to activities such as Yoga and also to see your loved ones through Skype or Zoom video calls. Our staff have contacted most residents already to obtain an

update on who has a laptop, tablet device, mobile phone and/or internet access. We would like to encourage as many residents as possible to let us help you access the Skype or Zoom video services to help you to see and speak with others. We are trying our best to help everyone that would like to join, I just ask that you please bear in mind how intensive this is for the staff. However, we are working to get as many residents as possible up and running on these services.

- **Weekly Newsletter**

The Housing team are working hard to produce a weekly Newsletter with quizzes and general information to help to keep everyone included. We will also be delivering sunflower seeds, soil and a pot to every EPT household next week. We invite you all to join in planting your sunflower in your home and we will see in the next couple of months who has the tallest flower. Then they can be planted in your gardens to provide a beautiful wall of vibrant tall flowers for everyone to share.

- **Supply parcels**

Please could all residents that have received a Government “shielding” letter let their HSO know so they can help you to register for the Government food parcels, which will then be delivered to you weekly.

Morrison’s supermarket delivery service had teething issues, but we have been informed that this has now been resolved and food/supply parcels can now be obtained by calling Tel: 0345 611 6111 and selecting option 5. If you need assistance with this, please let us know.

I do hope that this has provided you with some information that helps support you at what I know is a difficult and challenging time.

Thank you again for all for your help and co-operation, working together we can get through the pandemic and we all look forward to seeing your beautiful sunflowers.

Warmest regards

Gail

Gail Oliver
Chief Executive