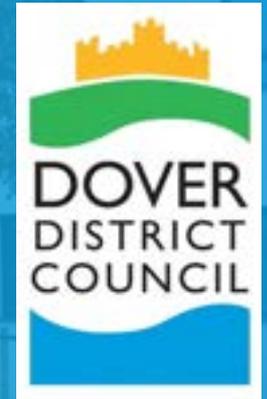


DECEMBER 2020

# TENANT NEWSLETTER



For all our Sheltered Housing Tenants

## INSIDE THIS NEWSLETTER:

- Covid-19 Information
- Your Independent Living Managers
- Mobility Scooters
- How to report repairs
- Be scam aware
- Stay safe this Christmas
- Red Cross
- Tell us your Christmas plans
- Have a go at our Christmas word scramble and crossword



## WE'RE A COVID-19 TIER 3 AREA

From December 02 the Dover District, along with the whole of Kent are in a Tier 3 area.

**These are the strictest guidelines.**

More information available inside.

We must all follow these **3 actions** to help protect each other:



### Wash hands

keep washing your hands regularly



### Cover face

wear a face covering in enclosed spaces



### Make space

stay at least 2 metres apart - or 1 metre with a face covering or other precautions

## USEFUL PHONE NUMBERS

### Telephone numbers for your Independent Living Managers:

Kerstin Darkes:	01304 613549
Fiona Young:	01304 872030
Julie Peters:	01304 872014
Kate Pawlica:	01304 872050

### Reporting Repairs:

Please report any general repairs directly to **Mears on 0800 023 4320**

Please report any hot water or heating repairs to **Gas Call on 0800 012 9958**

*Calls to our contractors are free of charge.*

# HOW COVID-19 RESTRICTIONS IMPACT YOU

HM Government **NHS**

**TIER 3**  
**VERY HIGH ALERT**

FROM 2 DEC



Scan this code on your smartphone to see the government's latest guidance or visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Please ensure that you respect the Government Guidelines at all times for your own safety and that of other residents, staff and contractors.

- Always stay at least 2 metres (6ft) away from other people.
- Wash your hands regularly and if you do go out, as soon as you get home.

**You can spread the virus even if you don't have symptoms!**

<p><b>MEETING FRIENDS AND FAMILY</b> </p> <p>No mixing of households indoors, or most outdoor places, apart from support bubbles. Maximum of six in some outdoor public spaces (e.g. parks, public gardens).</p>	<p><b>BARS, PUBS AND RESTAURANTS</b> </p> <p>Hospitality is closed, with the exception of sales by takeaway, drive-through or delivery.</p>	<p><b>RETAIL</b> </p> <p>Open.</p>	<p><b>WORK AND BUSINESS</b> </p> <p>Everyone who can work from home should do so.</p>
<p><b>EDUCATION</b> </p> <p>Early years settings, schools, colleges and universities open. Childcare, other supervised activities for children, and childcare bubbles permitted.</p>	<p><b>INDOOR LEISURE</b> </p> <p>Open. Group activities and classes should not take place.</p>	<p><b>ACCOMMODATION</b> </p> <p>Closed (with limited exceptions)</p>	<p><b>PERSONAL CARE</b> </p> <p>Open.</p>
<p><b>OVERNIGHT STAYS</b> </p> <p>We advise against overnight stays other than with household or support bubble.</p>	<p><b>WEDDINGS AND FUNERALS</b> </p> <p>15 guests for weddings, civil partnerships and wakes; 30 for funerals. Wedding receptions not permitted.</p>	<p><b>ENTERTAINMENT</b> </p> <p>Indoor venues closed.</p>	<p><b>PLACES OF WORSHIP</b> </p> <p>Open, but cannot interact with anyone outside household or support bubble.</p>
<p><b>TRAVELLING</b> </p> <p>Avoid travelling outside your area, other than where necessary such as for work or education. Further exemptions apply. Reduce the number of journeys where possible. Plan ahead and avoid busy times and routes on public transport. Avoid car sharing with those outside of your household or support bubble.</p>	<p><b>EXERCISE</b> </p> <p>Classes and organised adult sport can take place outdoors, but people should avoid higher-risk contact activity. Group exercise activities and sports indoors should not take place, unless with your household or bubble. Organised activities for elite athletes, under-18s and disabled people can continue.</p>	<p><b>RESIDENTIAL CARE</b> </p> <p>COVID-secure arrangements such as substantial screens, visiting pods, and window visits. Outdoor/airtight visits only (rollout of rapid testing will enable indoor visits including contact).</p>	<p><b>LARGE EVENTS</b> </p> <p>Events should not take place. Drive-in events permitted.</p>

# HOW COVID-19 RESTRICTIONS IMPACT YOU

## VISITORS

Please stop all visitors, including friends and family unless they are providing you with essential services such as delivering medicines, providing care or delivering shopping.

**You should not visit other residents within the scheme unless they are part of your support bubble.**

## IMPORTANT!

**Do not leave home and self-isolate for 14 days if you or someone you live with has either:**

- a high temperature
- a new, continuous cough
- a loss or change in sense of smell or taste

## INDEPENDENT LIVING MANAGERS

Independent Living Managers, where possible are primarily working from home, with a few exceptions.

We are continuing to carry out the regular health and safety checks in the building in order to keep you safe.

**Please do not approach them while they are doing this vital work.**

If you do, they may need to leave the building. Future contact will be by phone or lifeline system.

## COMMUNAL AREAS

This is another reminder **NOT** to use the communal facilities apart from the laundry area.

You can still use the lifts.

## LIFELINE/PENDANT

**Please remember to test your lifeline pendant once per month.**

It is also vital to let us know if you have changed any of your contact information including that of your next of kin as lifeline will use the information to contact people on your behalf during an emergency.

You can telephone your Independent Living Manager at any time to update them with this. If by accident you pull a cord or press your lifeline by mistake either inside your property or within a communal area please let the lifeline operator know that you are ok otherwise they have to escalate the call as a possible emergency.

# OTHER INFORMATION

These are challenging times for us all and we will continue to follow the Government guidance to help protect your safety and that of our staff.

*thank  
you* ♥

**Thank you for doing your bit to help and support us and the other residents in your scheme.**

## MOBILITY SCOOTERS

A reminder that mobility scooters **should not be used indoors.**

They are **not permitted** in lifts, or any of the communal areas.

**A mobility scooter is for outdoor use** and residents who use a mobility scooter, should ensure that they are stored in the correct place provided within your scheme.



Thank you for your cooperation.



## COVID-19 HELP AND SUPPORT

### **Kent Together (KCC)**

24 hr helpline for those who are vulnerable and have an urgent need that cannot be met through existing support networks. This is also the place to report any concerns about the welfare of someone else.

**03000 41 92 92**

**[www.kent.gov.uk/kenttogether](http://www.kent.gov.uk/kenttogether)**

### **Connect Well East Kent**

Coordinating volunteers to help people with shopping, collecting prescriptions and other support.

**0300 302 0178**

**Dover Foodbank** - *Covering Dover area and Capel*  
The service is available for short-term emergency food in a crisis.

**07870 361180 or [info@dover.foodbank.org.uk](mailto:info@dover.foodbank.org.uk)**  
**[dover.foodbank.org.uk](http://dover.foodbank.org.uk)**

**Deal Foodbank** - *Covering Deal, Sandwich and surrounding villages.*

The service is available for short-term emergency food in a crisis.

**07545 500922 or 01304 728428**

**[dealarea.foodbank.org.uk](http://dealarea.foodbank.org.uk)**

**[info@dealarea.foodbank.org.uk](mailto:info@dealarea.foodbank.org.uk)**

**Together4Dover** - *Dover Area Only*  
Call for support with food shopping.  
**01304 892519**

# STAYING SAFE THIS CHRISTMAS



## BE SCAM AWARE

Unfortunately anyone can be targeted by a scam at any time and in many cases the victim may not even realise that they have been targeted.

There are many different types of scams and they take many different forms.

It is important that you remain vigilant at all times and if you are unsure about something then make sure that you thoroughly check it out or seek advice before agreeing to anything. If someone contacts you and you are unsure that the information is genuine, ask for their name and contact details and that you will contact them once you have checked out the information. A legitimate company will fully understand.



**If you are a victim of a scam then the worst thing you can do is to simply do nothing.**

This will only result in the fraudster getting away with their actions and be free to target other victims. By acting on your misfortune and reporting the scam you may well help to make sure that others don't fall victim to the same fraud. If the scam is financial then you must contact your bank or card provider immediately, and tell them how you have been affected. This will enable your bank or card provider to act quickly and prevent you losing more money. They may even have a chance of pursuing the fraudster.

**REPORT SCAM**



You can **report the scam to the police** and you can contact **Action Fraud** using the online fraud reporting tool on their website **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**.

You can do this any time of the day or night.

You can also report fraud by **calling the Action Fraud team on 0300 123 2040**.

## BRITISH RED CROSS

Get in touch with the Red Cross' Coronavirus Support Line if you're feeling lonely and want to speak to someone.

Between 10am and 6pm every day, you can call them: **0808 196 3651**

Feeling lonely, worried or can't access essential supplies?



Call us any day between 10-6pm

Free and confidential



The Red Cross would love to hear your stories, and they may inspire others.

How do you build confidence and meaningful connections in your life? Have you overcome feelings of loneliness?

Please email [yourstory@redcross.org.uk](mailto:yourstory@redcross.org.uk).

# STAYING SAFE THIS CHRISTMAS

## STAYING SAFE AT HOME

As the festive season approaches, we wanted to take this opportunity to offer some fire safety advice when thinking about your Christmas decorations.



- Keep all corridors and escape routes clear at all times.
- Don't obstruct fire doors.
- Don't cover any essential signage, e.g. emergency signs, fire notices, etc.
- Don't overload sockets or extension leads. If you do use an extension lead make sure wires aren't trailing across the floor, causing a trip hazard.
- Don't place fairy lights next to any flammable materials and remember to turn lights off when you go out and overnight.
- Don't use outside lights in an inside area and vice versa.
- Avoid using candles.
- Avoid decorations made of light tissue or cardboard.
- Don't put decorations near any source of heat, e.g. on top of radiators. Also, if you have portable heaters, avoid placing them close to furnishings or decorations.

Please speak to your Independent Living Manager if you would like further advice.

## CHRISTMAS WORD SCRAMBLE



Have a go and get into the Christmas spirit by playing our easy Christmas Word Scramble.

All the words are Christmas themed.

Just rearrange the letter and unmask the correct word.

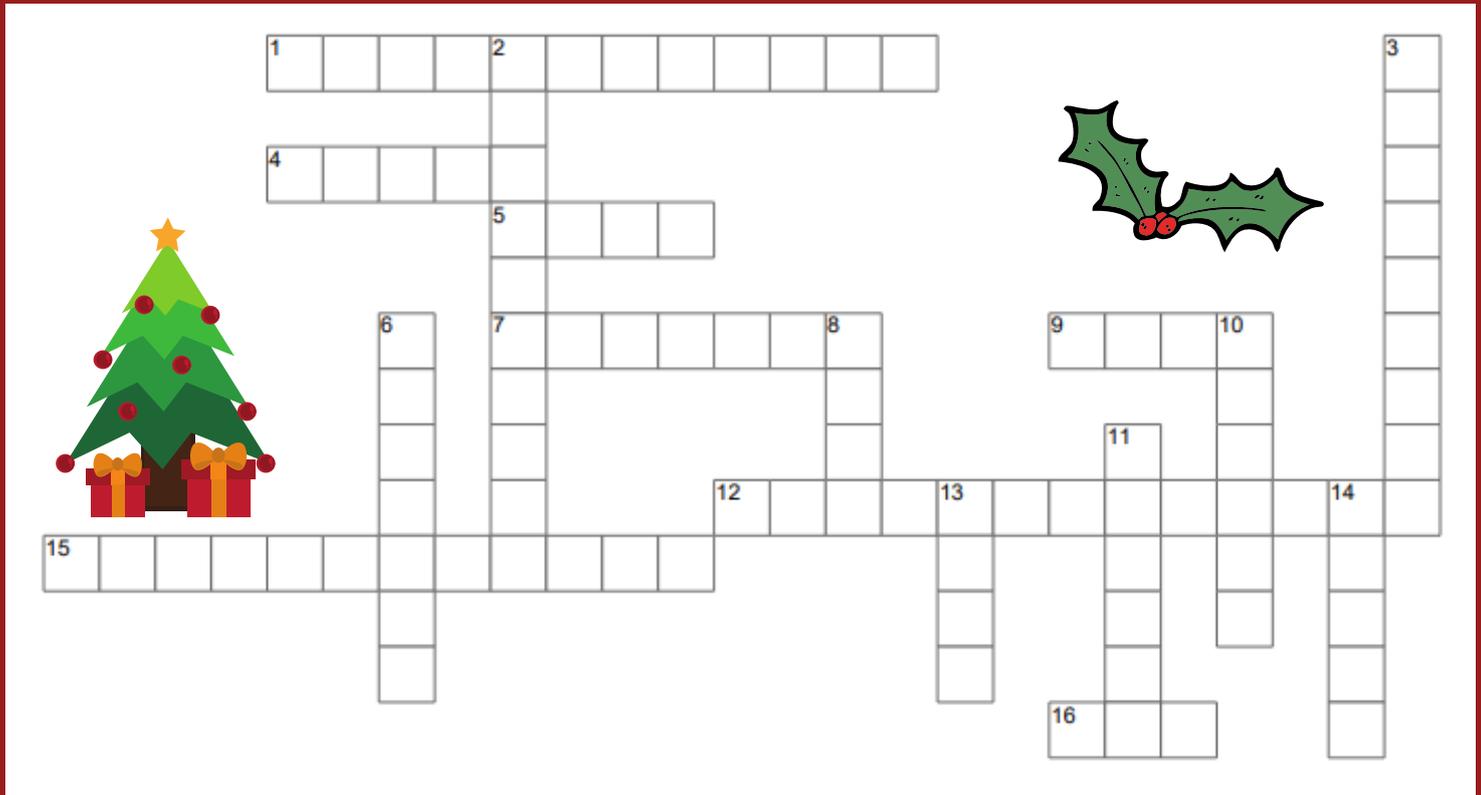
1. SIGFT
2. DNECAL
3. ELSEV
4. UELY
5. YMRRE
6. EPCEA
7. AEGLN

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# YOUR CHRISTMAS CROSSWORD



Have a go and get into the Christmas spirit by playing our easy Christmas Crossword:



Clues:

## ACROSS

1. December 25
4. A popular Christmas color.
5. Santa Claus is coming to...
7. Santa Claus comes through it.
9. It's cold and white.
12. People have it in their home and like to decorate it.
15. December 24
16. Other popular Christmas color.

## DOWN

2. He brings children their presents on Christmas day.
3. A hard candy with stripes.
6. It looks like a man made of snow.
8. On January 1st we say "Happy New ....."
10. In what season is Christmas Day?
11. Light made of wax.
13. You can see this at night in the sky.
14. Santa's helpers.

Notes:



The answers are on the next page.

# YOUR CHRISTMAS PLANS 2020

We know that at the moment it is uncertain about how we will all be able to celebrate Christmas this year with our family and friends.

However, we are looking ahead and have created a slip for tenants to complete, which will enable you to let us know what your plans are for the festive period.

**When you have completed your slip please return it to your Independent Living Manager or place it in the postbox on the scheme.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Are you staying at home over Christmas?

Yes  No

If you are going away, please indicate what date you will be away from and what date you will return home:

Dates: \_\_\_\_\_ to \_\_\_\_\_

Contact telephone number whilst you are away: \_\_\_\_\_

If you normally have a weekly telephone call from your Independent Living Manager, will you require one over the Christmas period?

Yes  No

**Merry Christmas  
and Stay Safe**

Crossword Answers:



Answers to the Christmas Word Scramble:

1. Gifts
2. Candle
3. Elves
4. Yule
5. Merry
6. Peace
7. Angel