

We understand that this is a time of heightened concern for many.

I am writing to assure you that GCIL's management team's first priority is the safety and wellbeing of the people we support, our employees and to reassure you that we are working closely with public authorities around our response.

Although we will inevitably be running a reduced service we are working to ensure that we are able, as far as possible, to deliver the appropriate service to everyone that we support. We have now moved to home working and, although this will inevitably restrict the scope of our service, please be assured we will continue to offer the best service we can under these very challenging circumstances.

We will keep the situation under constant review and keep you informed of any changes.

**In the meantime, please continue to contact us in the way you normally do by phone or e-mail.**




Attached below is some information about:

- keeping safe;
- the procedures that GCIL is putting in place to enable us to provide you with the best service possible;
- advice if you employ Personal Assistants.


## Keeping Safe

### Guidance from NHS on how to avoid catching and spreading the virus

#### Do

- ✓ Wash your hands with soap and water often – do this for at least 20 seconds. 
- ✓ Always wash your hands when you get home or into work.
- ✓ Use hand sanitizer gel if soap and water are not available. 
- ✓ Cover your mouth and nose with tissue or your sleeve (not your hand) when you cough or sneeze. 
- ✓ Put used tissues in the bin immediately and wash your hands afterwards.
- ✓ Only travel on public transport if you need to.
- ✓ Work from home, if you can.
- ✓ Avoid social activities, such as going to pubs, restaurants, theatres and cinemas.
- ✓ Avoid events with large groups of people.

#### Don't

- Do not touch your eyes, nose or mouth if your hands are not clean.
- Do not have visitors to your home, including friends and family. 



You can get more information from NHS Inform. Visit [www.nhsinform.scot](http://www.nhsinform.scot), or call the free helpline on 0800 028 2816.

The helpline is open Monday to Friday, 8am to 10pm, and Saturday & Sunday, 9am to 5pm.

### **GCIL Procedures for continuing to provide a service while home working.**

- All SDS Awareness and 'Preparing for your Assessment' workshops have been cancelled until further notice.
- GCIL staff will not be making home visits until further notice;

**How to contact us:** The GCIL telephone number **0141 550 4455** should continue to be used.

**Information:** We will have information packs available for anyone who contacts us seeking information about Self-directed Support and/or our services:

We can send this information to you by:

- posting a paper copy;
- posting the information contained on a flash drive;
- by email;

**Advice:** You should continue to contact us by phone **0141 550 4455** by email [gcil@gcil.org.uk](mailto:gcil@gcil.org.uk) or by emailing your Inclusive Living Advisor. If you phone GCIL you will be transferred to a member of staff who will either deal with your enquiry or pass your enquiry to the most appropriate staff member who will respond to you by phone, letter or email.

### **EMERGENCY COVER**

If you find yourself in need of emergency cover when all your usual arrangements breakdown. Please let your Social Worker/Duty Social Worker know immediately by calling your local social work office.

If you need a service outwith office hours, you can contact Glasgow and Partners Emergency Social Work Services on **0300 343 1505**.

There is also Social Care Direct **0141 287 0555** during office hours

Please see attached letter from payroll Service including useful links and information about (SSP) Statutory Sick Pay

**Glasgow City Council** has a web page dedicated to providing updates about council services during this period.

The page covers information/updates about the following services:

- Schools and Learning;
- Bins and Recycling;
- Council Tax and benefits;
- Social Care and Health;
- Parks and Leisure;
- Registrars;
- Roads and Parking;
- Planning and Building;
- Business.

**The link to this information is <https://www.glasgow.gov.uk/coronavirus> and then click on the service you want to find out about.**

If you do not have access to the internet please phone us at 0141 550 4455 and we will check the information for you.