

COVID-19 TIPS



OSCAR KILO



College of
Policing



The National Police
Wellbeing Service



NPCC
National Police Chiefs' Council



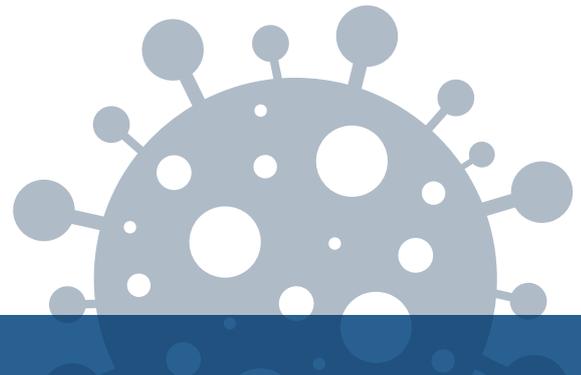
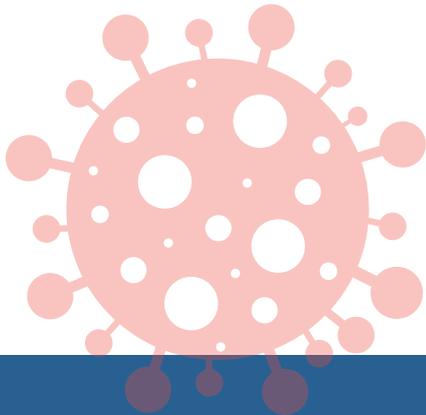
INTRODUCTION

Throughout the pandemic we have published lots of information on our Covid-19 Coronavirus Hub on the Oscar Kilo website.

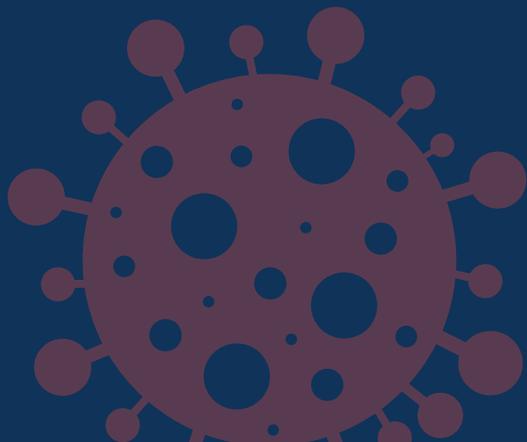
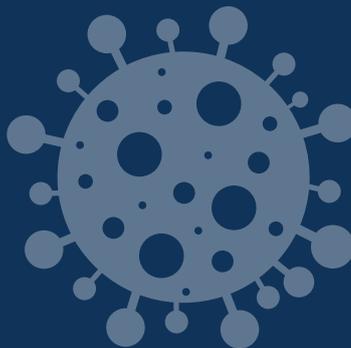
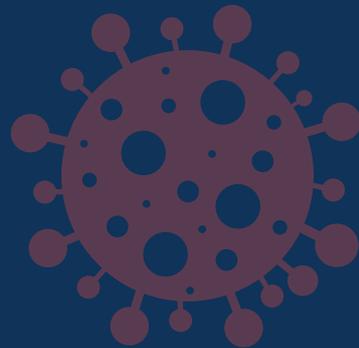
Here you will find plenty of really useful advice and guidance on a wide range of subjects that may impact you, your team, your colleagues and your family.

Our Hub also contains lots of links to the most up to date national guidance and information.

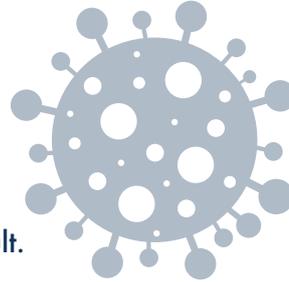
This booklet brings together some of this great advice in a easy digestible format.



WHAT WE CAN ALL DO



COVID-19 SOCIAL ISOLATION



Having to isolate due to Coronavirus can be difficult. Here are some tips to help get you through.



If you are **WELL** and isolating due to a family member displaying symptoms



REMEMBER YOU ARE KEEPING PEOPLE SAFE BY STAYING AT HOME

If you are experiencing symptoms of **COVID-19** and unable to work



Contact your line manager and see what you can do to help remotely



Use your time wisely. Do some research and plan for when things get back to normal.



KEEP IN TOUCH WITH WORK AND LOOK AFTER YOURSELF

COVID-19

SOCIAL DISTANCING IN A PUBLIC FACING

Working in a public facing role will bring you into contact with people daily. Follow these tips to keep yourself safe.



“
**I'M WORRIED ABOUT
SOCIAL DISTANCING
AS I WORK IN A PUBLIC
FACING ROLE**
”



**WASH YOUR
HANDS AS
OFTEN AS
YOU CAN**



**Aim to keep a
2M DISTANCE**

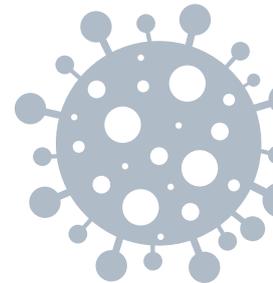
Reposition yourself,
if this isn't possible try taking
the conversation outside

Our job brings us into contact
with the public and each
other every day, we must be
realistic and simply do our
best.

Use a hand
sanitiser and
wipe down your
vehicle before
driving away



Your force will be putting
their own advice and
policies in place and
**COMMUNICATING THOSE
CLEARLY TO YOU**



COVID-19 SOCIAL DISTANCING AT WORK

“ I’M CONCERNED
ABOUT **SOCIAL
DISTANCING**
IN THE OFFICE ”

Sit further apart,
spread out across the
office to ensure a

2M DISTANCE

Do more by **VIRTUAL
CONFERENCING AND
GROUP CHATS**



Regularly
disinfect all
surfaces including
keyboards and
door handles



**WASH YOUR
HANDS
REGULARLY AND
AVOID TOUCHING
YOUR FACE**

**TAKE TURNS
TO USE THE
KITCHEN**



If possible:
**DISCOURAGE
NON-ESSENTIAL
VISITORS INTO
YOUR SPACE**

**BEFORE ENTERING
AND LEAVING YOUR
WORKSPACE USE
HAND SANITISER**



TAKING CARE OF ESSENTIAL WORKERS

HOW CAN I HELP MYSELF?

We all have a personal duty to take care of ourselves and our health and wellbeing. People are different in the way they like to de-stress but there are some general pointers:

Smile

Think about what you have found helpful in making you happy or relaxed (avoiding the harmful crutches such as the excessive use of alcohol or drugs)

Hobbies



Listen to music, read a book, pick up an old hobby

Family

Spend time with the family playing games or eating meals



Rest

Make sure you make time for some proper rest and relaxation

Exercise

Take exercise, even if it is only in your front room



Talk

Use others around you to talk to if you are feeling exhausted, worn out or worried. You may not want to share your thoughts with a partner but perhaps there is someone at work you trust.

COPING WITH CORONAVIRUS QUARANTINE

6
TIPS

1

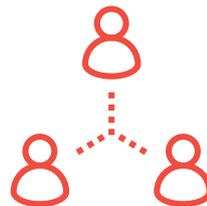
Keep a routine

Even if you are at home and unable to meet others socially, it is important having a routine or structure to your day. Work out a timetable with a time to get up, rest, cook, clean and contact friends. Think about those things you always meant to do but never got around to doing, like sorting out the family photographs, writing your life history or picking up a neglected hobby. Sitting doing nothing creates time for to dwell on the unhappy things in life.

2

Maintain social contact

Even though you are in quarantine you can still be in contact with friends and family or set up a home office where you can get on with an important project or develop a new idea.



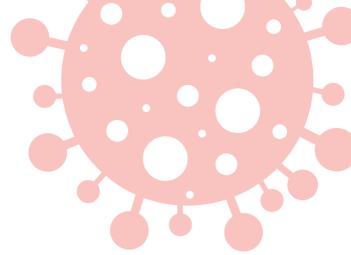
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Avoid family arguments



If you are quarantined with your family, make sure that there is space for everyone to have personal time. Small irritations can become the cause of major arguments if not handled sensitively.





4

Plan ahead



If you think you may be asked to go into quarantine, think about the things you will need that will be difficult to access if you are confined to the house. Are there books you would want to read or recipes you would like to cook or hobbies you would like to pursue?

5

Don't watch too much news

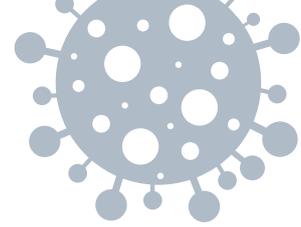
Restrict the amount of time you spend watching the news. If you are spending more than an hour a day watching it you will find it difficult to think about anything else. By reducing the time you spend watching news about the virus, you increase the time you have to build your resilience and strength through using the time to learn new skills, take exercise or rest.

6

Manage your fears

It is natural for people to be concerned about their health and wellbeing when in quarantine, but if these thoughts begin to take over it can be harmful. Try to distract yourself with a good film or box set, play games or phone a friend. Write down your worries on a piece of paper, read them and then put the paper into a box or envelope with the instruction you cannot worry about them again for at least six hours.

ADVICE ON **WORKING** FROM HOME



1

Plan your day

If you are not used to working from home you need to have a clear schedule for the day ahead. When you physically go into your normal work space, the day is very much scheduled for you already, but when you are at home you have to do this yourself. However, make your schedule as flexible as possible. For instance, it might be that due to childcare duties you might have to do some of your work in the evening once the kids are in bed. This is fine, as long as you plan this in advance and tell your family what you are doing.

2

Set ground rules

Working without interruption is crucial. Set ground rules with your family about where and when you are planning to work. This is an unprecedented crisis, so get the family around the table and talk about the rules. If you have children tell them you are working from home and also tell them why, but also be careful not to unduly scare them. Life is going to change for all of us, so let's plan ahead.

3

Find a suitable space

Finding an appropriate space in which to work in the house is critical. If you are not used to working from home you might have to create a space especially, for instance maybe in a dining room or a child's bedroom. You need to give this serious thought, and again family consultation is really important. As a family get together and say 'let's see if we can organise ourselves effectively'.



4

Take exercise

When you are going to work in an office you might walk to the train station or bus stop, but when you are at home this discipline disappears which is why you must make time in your day for exercise, especially at lunchtime. It comes back to scheduling. Get out of the house, go for a walk, get some fresh air.



5

Maintain social contacts

Social media can come into its own during this crisis. Whether it's using FaceTime, Skype or WhatsApp, ensure face to face contact continues with colleagues, family and friends. One of the reasons that many people do not apply for home working is the fear that it will be a lonely process, but it needn't be. Eyeball to eyeball remains really important. We have the technology available to us, let's use it.

6

Email not always the answer

The temptation when working from home is to only communicate by email rather than picking up the phone or having a video call with a colleague. The worry is that you start using email when actually it would be far better, and wiser, to have a conversation, especially if it concerns a sensitive subject. Rather than dealing with a problematic email simply by replying, say to them 'can we talk about this' and speak to them face to face over video.

7

Get dressed

Smart casual is fine, pyjamas definitely not. Think about all those video calls you are going to start having. Look smart but wear something that you feel comfortable in. There is no need to go over the top.

COVID-19

DEALING WITH DEATHS AND BEREAVEMENTS

These do's and don'ts have been developed to help you cope with the psychological impact of dealing with death and bereavement during the Coronavirus outbreak.

DO

TAKE YOUR TIME › When calling on a vulnerable person or the bereaved give the time needed to demonstrate care.

LISTEN TO THE STORY › Talking is important for the distressed, use active listening to show you understand.

PROVIDE INFORMATION › Make sure you have relevant written information and guidance to share

BE CREATIVE › Although there are strict rules on not spreading infection, find ways to make a difference.

SHOW RESPECT › People may have strong religious or other beliefs. Be respectful of what matters to them.

ACCEPT THE DEPTH OF THEIR SORROW › Grief for some is worse than physical pain, acknowledge the pain they experience.

HAVE PATIENCE › Distress makes it difficult for people to think straight, be patient and allow time for answers.

DON'T

MAKE ASSUMPTIONS › Everyone behaves differently when distressed, there is no normal response to grief or Covid-19.

BLAME YOU OR OTHERS FOR FAILING › Hear them out, and accept what is true and recognise this response as frustration.

MAKE PROMISES YOU CANNOT KEEP › Be realistic in what you can offer.

DISMISS VALUES AND BELIEFS › People may express harmful thoughts or behaviours, check if they are at risk of suicide.

DON'T FORGET THE CHILDREN › Make sure that children are involved and their needs to understand are met.

PUT YOURSELF OR YOUR COLLEAGUES AT RISK › Make sure you always maintain safety standards and procedures.

EXPECT TO MAKE THINGS BETTER › you cannot stop the pain, but you can help reduce it a little.

COVID-19

DEALING WITH DEATHS AND BEREAVEMENTS

During the Coronavirus outbreak we all need to take care of ourselves. The following advice, for individuals and supervisors, will help you cope with the psychological impact of dealing with death and bereavement.

Looking after yourself

TAKE CARE OF YOUR WELLBEING › Make sure you get enough sleep, eat regular meals, rest and relax.

THINK ABOUT YOUR PURPOSE › Be clear about why you are doing this job, write down your purpose in a few words.

BE CLEAR ON EXPECTATIONS › Make sure you know what is expected of you and whether it is realistic.

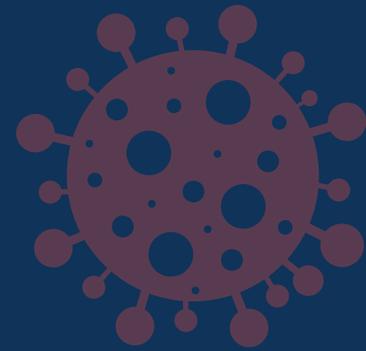
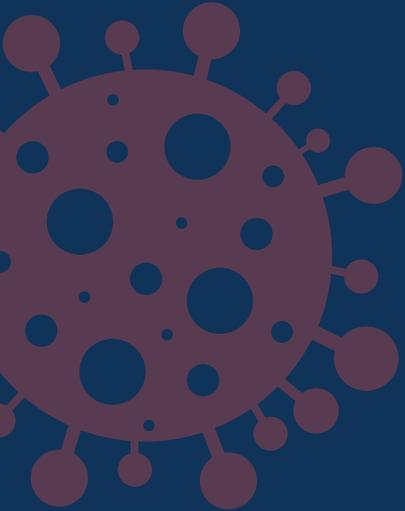
KEEP YOUR BOUNDARIES › Establish clear boundaries between work and personal life, don't take work home with you.

TAKE EXERCISE › Taking exercise, e.g. walking, running and cycling can help you relax and increase wellbeing.

TALK TO COLLEAGUES › Make time to talk to your colleagues about your experiences and share fears and concerns.

VALUE YOUR OWN FAMILY AND RELATIONSHIPS › While work is important, your family and relationships need to be valued.

**FOR
LEADERS**

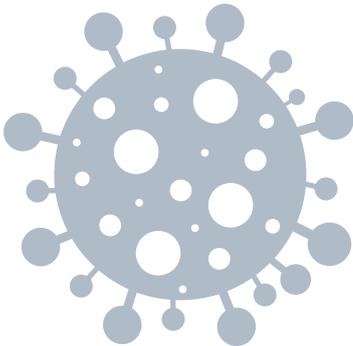


COVID-19

DEALING WITH DEATHS AND BEREAVEMENTS

During the Coronavirus outbreak we all need to take care of ourselves. The following advice, for individuals and supervisors, will help you cope with the psychological impact of dealing with death and bereavement.

Tips for supervisors



PROVIDE LEADERSHIP ▶ Provide a clear direction and strategy.

BE VISIBLE ▶ Your presence signals concern and care, this is so important in crisis situations.

SHOW COMPASSION ▶ Recognise and respond to concerns, demonstrate care and support.

MAINTAIN STANDARDS ▶ Make sure that the role demands and requirements are reasonable.

SET BOUNDARIES ▶ Have clear boundaries and monitor that the team are looking after their wellbeing.

CREATE SENSE OF COHERENCE ▶ Ensure everyone in the team is clear on their role and working within their competence.

REACH OUT ▶ Make sure that it is safe for team members to say when they have had enough.

TAKING CARE OF ESSENTIAL WORKERS

ADVICE FOR LEADERS

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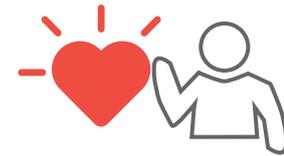
Demonstrate positive attitudes

When dealing with problems, optimism and commitment will influence the atmosphere within your team. During a crisis it is important that senior management are available and visible either physically or through digital platforms. Leaders need to show they care, understand and support their workers by being prepared to listen particularly to those on the front line.

2

Show you care

Demonstrate compassion, putting the needs of the worker first, particularly if they are struggling with mental health, have worries about their elderly parents or children, or are going through a divorce or bereavement.



3

Maintain standards



Whilst it is difficult to maintain all standards during a crisis it is important to identify the standards which can be maintained and maximised such as demand, control, support and relationships.



4

Set some boundaries



Organise resources to ensure that your teams are taking care of themselves by taking breaks, time off, getting enough sleep, eating a healthy diet and taking exercise. Set good standards by looking after yourself too.



5

Maintain routines

Starting each day or shift with a briefing creates a sense of normality and control. The briefing helps to make sure that everyone is aware of what is happening and avoids gossip and rumour. It should be two way providing an opportunity for the team to talk about their experiences, to discuss and identify solutions to problems.

6

Create a sense of coherence

Some people are more resilient than others in any situation. To increase resilience in all your staff make sure they have a sense of purpose, their work is manageable and re-enforce positive attitudes by explaining the purpose and benefit of the tasks to be performed.



7

Reach out

The future is uncertain and providing comfort through false hope and unrealistic promises is not a good strategy. What is needed from supervisors is openness, closeness and accessibility to respond and soothe through difficult times. This is important for those at work but also for those who are ill, in quarantine or laid off.

TAKING CARE OF ESSENTIAL WORKERS

WHAT
CAN TEAMS
DO?

1

Work together

Teamworking is critical in reducing stress and achieving goals. Successful teams are mutually dependent and work together for shared goals, results and wellbeing. Teams need to have good leaders and a willingness to collaborate and co-operate.



2

Humour

Together you can motivate each other and provide peer support, use your shared sense of humour to provide emotional distancing from distressing events. Laughter releases tension and binds teams together, however, humour should never be used in a way that belittles the risk of the disease or people's reaction to the situation.



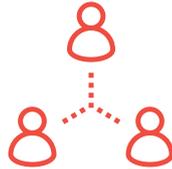
3

Change

Be prepared to change your habits and ways of working. Be prepared to work with and support other team members particularly new starters who may be volunteers or inexperienced colleagues who lack the knowledge or self-confidence to do the job.

4

Role Sharing



Role rotation within the team is important so everyone gets the opportunity to do the interesting as well as the less popular or more demanding roles.

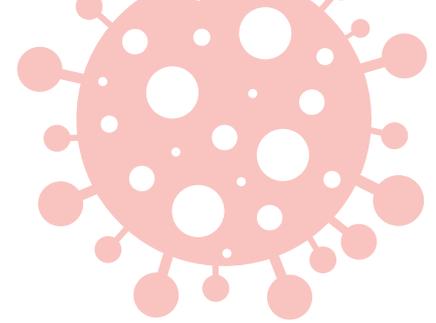
5

Peer Support

Peer support is a very powerful tool in increasing resilience. Have a friendly chat with one of your colleagues or offer them help at a time of distress. Make time to relax with each other to improve the mood and wellbeing of all your team members.



ADAPTATIONS FOR LEADERS



1

Challenges

Law enforcement leaders are receiving information on government measures at the same time as the general public. In normal circumstances, we would typically receive a pre-briefing in order to prepare ground operations and messaging. We need to adapt to this new environment.

2

Adopt a positive mindset

This crisis will create different behavioural dynamics within the workforce. Encourage positive thinking to establish new creative ways of working.



3

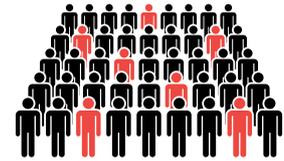
Be 100% focused

Leadership teams will be 100% focused on problem solving and identifying solutions, whatever operational issues the pandemic is generating. Focus on your people - withdrawing labour can happen if they don't feel they're getting the support they need.

4

Manage resources

During this pandemic we are currently looking at a 10-15% increase in our abstraction rate. Constantly stress the need to focus on the behavioural response of your workforce to events as they unfold.



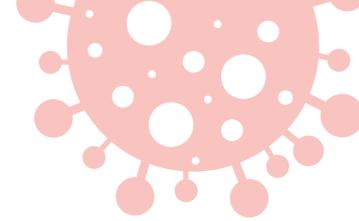
5

Are your staff coping?

Be aware of how your staff are feeling, are they coping? Implement diagnostics about key issues such as trust, advocacy, wellbeing and inclusion. Identify a person who will help you assess and act on those diagnostics.



WHAT'S BOTHERING OUR STAFF?



1

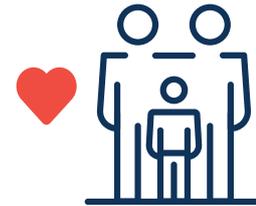
Wellbeing

There is far more happening in the lives of our staff than we could have imagined, having a major impact on their wellbeing. Some have fallen ill, some have seen their household income drop due to quarantine measures affecting their partner. Children are home and need to be taken care of. Some staff have family members who have complex health issues and conditions.

2

Risk and fear

While some officers are afraid they will become ill, the biggest source of anxiety is the fear they will infect their families and loved ones.



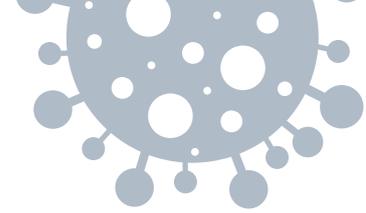
3

Let's talk about it

We need to get to know each other, understand the needs of our staff, adapt and show compassion. Whether we are prepared for it or not, this pandemic is forcing us to personalise the support we give to our people. If we don't listen people will start to disengage and may turn to online channels to be heard.



SOCIAL DISTANCING



1

Be realistic

Many of our people can do a lot to apply social distancing measures, with plenty working from home, but the vast majority cannot go as far as we are asking the public to. Our job brings us into contact with the public, and each other, on a daily basis we must simply be realistic and not patronize our staff.

2

Inform

We need to inform our officers and provide operational guidance, encouraging them to 'do what they can' in such unprecedented times. They will naturally adapt their behaviour based on common sense. It is important to instill a behavioural change at all levels whilst trying to maintain a safe distance from each other at all times.

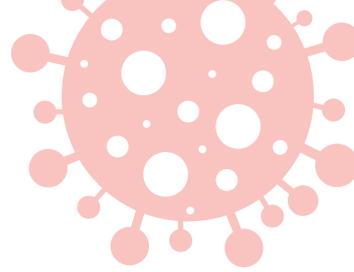
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Good advice

- › Politely insisting members of the public do not encroach on safe distances;
- › Using the outdoors to have conversations with individuals;
- › Instructing people to handle their own clothing / possessions
- › Routinely using hand sanitizer before entering service vehicles in order to keep it as clean as possible.



COMMUNICATION



1

Tell your staff

Cut through the noise, ensuring staff understand everything you are trying to do and achieve.

Encourage honesty, that's how you'll find out about issues; Acknowledge their concerns; Don't be afraid to tell your staff that you don't have the answer yet; Report back regularly.



2

Inform the public

It is essential to be seen and heard supporting the job your people are doing in the field. Whether this is through video blogs, social media or traditional media, you need to show understanding for public concerns and share with the public what staff have been briefed to do.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

1

Be realistic

Many of our people can do a lot to apply social distancing measures, with plenty working from home, but the vast majority cannot go as far as we are asking the public to. Our job brings us into contact with the public – and each other – on a daily basis we must simply be realistic and not patronize our staff.

2

Listen



Listen to what's worrying staff, acknowledge their fears and come up with plan to address them. Check the plan is happening. Then check it again.



3

Guidance

Establish which PPE is priority and for whom. Understanding the nature of the threat, and how you catch this virus, is crucial. Provide clear operational guidance to your teams, including rationalised use of PPE so that you don't overuse and stocks last as long as possible.



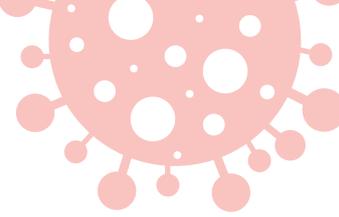
4

Innovate



You may have to think outside the box to find a solutions to any issues you may have, ask others to help. Remember to find out who these individuals are and make sure they feel valued and aren't overlooked in the chaos.

IT'S A MARATHON, NOT A SPRINT



1

Be realistic

Expect that you will have to isolate at some point and plan your team roles around it, as well as your personal life. Take the time out for yourself on this one.

Insist your leaders take a break because everyone needs their energy levels and mental health in good shape for the time when taking a break may not be an option.

2

Wellbeing

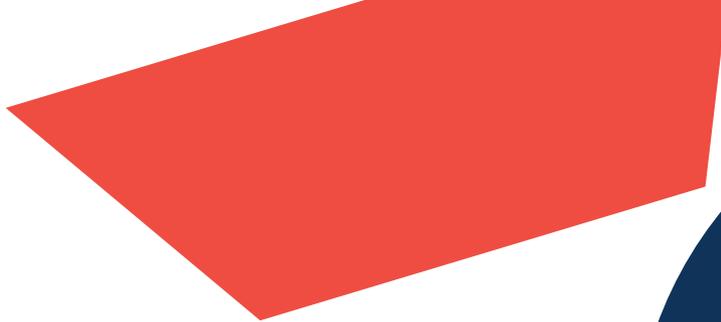
Put the wellbeing of your people at the front of every decision in a crisis, rather than as an afterthought. If you can establish this shift in thinking early it will soon become the norm.



3

Trust

If we do things right, we will come out of this crisis with increased trust. The true test will be in the hearts and minds of the people who just want to know the answer to one very simple question: "Does my boss really give a s**t about me?"



For more tips and information visit our website
oscarkilo.org.uk/covid-19-coronavirus-hub