



Coronavirus/ COVID-19 Information Sheet*

Produced by Southern Befrienders, this includes information on the virus, as well as services available to support you. *Information is correct as at 26/03/2020. For the latest information on COVID-19 please check <https://covid19.gov.im> or listen to the Chief Minister's updates on any local radio station at 4pm

For advice on symptoms call 111. For all non medical queries please call 686262

What is coronavirus (COVID-19)?

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is the disease caused by a new coronavirus. It was first reported in December 2019 in Wuhan City in China.

What are the symptoms?

- a high temperature (37.8 degrees or higher)
- a new continuous cough

You must stay at home and self-isolate for 14 days if you have either of these symptoms.

If you are worried or unsure about your symptoms then ring **the coronavirus line on 111**. If you have the internet you can also access the 111 online coronavirus service at www.gov.im/covidtest to find out what to do.

Emergency warning signs

If you develop emergency warning signs for COVID-19 get medical attention immediately. Emergency warning signs include*:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to rouse
- Bluish lips or face

*This list is not all inclusive.

Please consult your GP or MEDS Out of Hours service for any other medical symptoms that are severe or concerning. For medical emergencies dial 999 as normal.

How does it spread?

Because it is a new illness, we do not know exactly how coronavirus spreads from person to person. Similar viruses are spread in cough droplets. It's very unlikely it can be spread through things like packages or food.

Is there any treatment for the virus?

There is currently no specific treatment for coronavirus. Antibiotics do not help, as they do not work against viruses. Treatment aims to relieve the symptoms while your body fights the illness. You'll need to stay in isolation, away from other people, until you have recovered.

What do I need to do to help stop the spread of the virus?

- Wash your hands often with soap and water often – do this for at least 20 seconds – especially if you have handled cash, incoming post or been out to the supermarket, etc. This is the most effective way to stop the spread of the virus
- Do not touch your eyes, nose or mouth if your hands are not clean
- Use alcohol based hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Be prepared to self-isolate (self-isolation is explained in this information sheet)
- Plan ahead – how will you get your pension? Can you arrange food and meal delivery services?
- Use health services wisely
- Stay up-to-date using information from IOM Government (details are in this information sheet)

What does self-isolation mean and do I need to do it?

Self-isolation means staying at home and restricting contact with other people. This will help to slow the spread of the disease. The current advice is that self-isolation must be undertaken by

- anyone displaying symptoms of the virus
- anyone considered vulnerable due to health conditions (these are listed further on in this information sheet)

If you display the symptoms of the virus (a high temperature or new continuous cough) you must self-isolate for 14 days

If you live with someone who is displaying symptoms, even if you do not have symptoms yourself, everyone in the household

must self-isolate for 14 days. If anyone else in the household develops symptoms during that time, ALL household members must self-isolate for a further 14 DAYS from the day the symptoms started.

To protect others, do not go to places like a GP surgery, pharmacy or hospital. Do not go to public areas and do not use public transport or taxis. Do not go out to buy food or collect medicine – order them by phone or online or ask someone else to drop them off at your home. This information sheet contains details of who can help you with this. You can use your garden, if you have one.

If you are classed as ‘very vulnerable’ because you are in one of the following groups **you are strongly advised to self-isolate for the next 12 weeks and avoid all face to face contact.**

- people who have received an organ transplant and remain on ongoing immunosuppression medication
- people with cancer who are undergoing active chemotherapy or radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- people with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- people with severe diseases of body systems, such as severe kidney disease (dialysis)

What is social distancing?

Social distancing describes the measures that everyone who is not self-isolating should be taking to reduce social interaction between people, in order to reduce the transmission of coronavirus (COVID-19). It is the reason that we are asked to keep a distance of at least 2 metres (6 feet) from other people. You will notice in supermarkets and other outlets that are still open that measures have been put in place to allow people to self distance whilst queuing. We must avoid contact with someone who is displaying symptoms of coronavirus (COVID-19).

Avoid non-essential use of public transport when possible. Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently closed, as infections spread easily in confined spaces where people gather together. Avoid gatherings with friends and family. Keep in touch using the phone, internet, and social media. Use telephone or online services to contact your GP or other essential services.

Hospital visits are severely restricted. Funeral gatherings are also severely restricted. The Funeral Directors can advise about this. **If you are aged 70 and over or have an underlying health condition and have been advised to get a**

flu jab each year, then you should be especially stringent in following these measures.

What does “lockdown” mean?

The Chief Minister announced that from 26 March 2020 extra measures would be taken to stop the spread of the virus. These measures are now in force:

- Our borders closed, which means no flights or boats in or out, apart from those for post and freight. This is for 21 days initially.
- Non-essential shops closed. Exceptions to this are supermarkets and other food stores, pharmacies, petrol stations, banks (but some branches have closed), pet shops, vets and post offices.
- Enforced social distancing, which means that, even if no one in your household has symptoms, **everyone** is required to stay at home except for limited reasons:
- Shopping and basic necessities, for example to buy your food, pet food, medicine and collecting your pension. But even this must be as infrequent as possible
- A brief period of exercise each day, for example going for a walk, cycle or run - alone or with members of your household only
- Any medical need, or to provide care or to help a vulnerable person
- Moving under 18s between the homes of separated parents
- Travelling to and from work, but only where this absolutely cannot be done from home.

Where can I access the latest government advice?

The BBC and ITV news programmes are reflecting what is happening in the UK. It is important to understand that the Isle of Man Government is not necessarily taking the same steps as the UK or other governments.

The advice and action that we need to take is changing all the time so staying up to date with the latest information is particularly important.

For the latest information on what we are doing on the Isle of Man, the Chief Minister holds a press conference every day at 4pm Mon-Fri and 12 noon at weekends. You can listen to this on the local radio stations – 3fm, Manx Radio or Energy fm. You can also listen via the radio stations’ Facebook pages.

The Government has set up a website:

<https://covid19.gov.im/> which contains all of the latest information regarding the virus, including statistics around the number of cases and advice on self-isolation and social

distancing. If you don't have access to the internet, please phone Southern Befrienders or one of the support groups listed in this information sheet and they will look online for you.

How can I do my shopping?

If you already get help from family, friends and neighbours then please continue to ask them to help you, if possible. If you are not self-isolating and you are physically able to get to the shops, then you can go out to do your shopping. However, you **must** self distance. There are shops offering dedicated shopping times for older or vulnerable shoppers. The details of these are in this information sheet. If you are self-isolating or unable to get to the shops, there are delivery services available and are listed in this information sheet.

How can I receive my prescription?

If you normally have your prescriptions delivered then this should continue. If in doubt, then please contact your pharmacy for information. St John Ambulance is offering a prescription delivery service from 1 April, please contact your pharmacy in the first instance, who can help to organise this.

How can I collect my pension?

The Isle of Man Government is reminding people who receive state pensions at a post office using a MiCard that they can be paid directly into their bank account instead. Anyone who would like to transfer to having payments made directly into their bank account should call 685131, 685098 or 685092. The Social Security Team are dealing with a high volume of calls and have asked that callers be patient and keep calling if they can't get through first time. Customers who don't have a bank account can continue to collect their pensions or benefits by MiCard or can nominate another person to collect their pensions and benefits at a post office on their behalf. Anyone who would like to do so should email SSD@gov.im

How can I safeguard myself?

There are many kind people in the community offering support. Neighbours are offering help to each other and as we live in a close community on the Island, it is likely that you know who they are. Unfortunately, there are people that will take advantage of who they perceive as vulnerable. **NEVER give your pension book, cash, debit/credit cards or pin number to someone you don't know.** If in doubt, contact Southern Befrienders who will check out the credibility of the person offering support or ask one of our police checked

volunteers to help you. If you live in sheltered accommodation, you can ask your warden.

Where else can I go for support and advice?

The Government has set up an information line for NON medical enquiries only 686262

The local community is pulling together and there are lots of people who can give you advice or help:

- Southern Befrienders team are working from home but picking up answerphone messages and emails regularly. If you need help, phone 833025, email southernbefrienders@manx.net or send us a message via our Facebook page
- Hon Juan Watterson SHK Telephone 837678 or email juan.watterson@gov.im

For the latest information in your area:

- Port St Mary commissioners Telephone 832101 or email commissioners@portstmary.gov.im.
- Rushen Parish Commissioners Telephone 834501 or email clerk@rushen.gov.im
- Malew Parish Commissioners Telephone 823522 or visit their facebook page
- Arbory Parish Commissioners – telephone 836454 or email deputyclerk@arbory.gov.im
- Churches are closed but online resources for home worship are available on: www.rushenparish.org.uk/online-resources/

Practical Support:

- Living Hope Church volunteers offer help practically and spiritually telephone 493500 or email info@livinghope.im
- PSM Village Support will help with shopping, walking dogs, collecting medicines. Telephone Will on 274507
- Spirit of Rushen is a community group offering support with shopping, dog walking, etc Telephone Mark 466692

Who can I talk to when I feel anxious?

The friendly team at Southern Befrienders are happy to phone you back if you need a chat and a catch up (not a 24 hour service) Telephone 833025

24 hour listening support is offered by:

Samaritans Isle of Man 116 123 (free from any phone) or 0330 094 5717 (local call charge applies)
Silverline 0800 4 70 0 90

Southern Befrienders – supporting older people with companionship in your local area
Thie Rosien, Castletown Road, Port Erin IM9 6BD
T: 833025 E: southernbefrienders@manx.net
www.southernbefrienders.im
www.facebook.com/southernbefrienders
Charity Number 939

Home Grocery Deliveries

Disclaimer: This is a changing situation and services listed may be withdrawn, changed or added to. This may not be an exhaustive list.

We recommend that you ring or email to check that the service is still available.

Name	Area	Criteria for ordering	What they can deliver	How to order
Andreas Meats	Island wide	Anybody	Meat packs	Online at www.andreasmeats.com/shop/ Phone 880327
Ballahig Farm Meats	Island wide	Anybody	Meat	Phone 801222 Email ballahigmeats@manx.net
Ballakelly Farm	Island wide (£5 delivery charge)	Anybody	Meat and veg pack	Online at www.ballakelly.farm/product/manx-meat-veg-pack
Cool Brothers Ltd.	Port Erin, Port St Mary, Colby Ballabeg	Anybody	Milk, cream, eggs, potatoes	Phone 833508 or email dairy@coolbrothers.co.uk
Hound and Howl	Douglas South Peel	Anybody	Pet food and supplies	Phone 469099
Isle of Man Creamery	Island wide	Vulnerable at present	Milk, eggs, cheese, potatoes	Email shirley@isleofmancreamery.com
Isle of Man Seafood Products	Island wide (free delivery on orders over £25)	Anybody	Fish and seafood	Email fishsales@iomsf.com
Port Erin Pets	South of the Island	Anybody plus essentials shopping (milk, bread)	Pet food and supplies	Phone 325238 Monday – Saturday 10am-4pm cash on delivery or over the phone
Radcliffe Butchers	Island wide (free delivery on orders over £30, no minimum order for over 65s)	Anybody	Meat, eggs, potatoes	Phone 822271. Pay by card over the phone
Robinsons	Island wide	Unable to get to the shops independently	<ul style="list-style-type: none"> - Veg box - Fruit box - Everyday essential box (groceries) 	Online at the website: https://www.post-a-rose.com/prod_cat/C_care_1563.html Phone: 690000
S&S Motors	South	Anybody	Essential items from the shop (toiletries, bread, milk etc.)	Phone 823698. Pay by card over the phone
Spar Port Erin	Local area	Anybody	Essential items from the shop (toiletries, bread, milk etc.)	Phone 832247. Paid by card over the phone or cash on delivery
Spar Colby	Local area	Anybody	Essential items from the shop (toiletries, bread, milk etc.)	Phone 838461. Pay by card over the phone or cash on delivery
Top Banana	Island wide	Anybody	Online shop under construction. Items from the shop (food/cleaning products)	Phone 252517 10am-6pm Monday, Tuesday, Thursday, Friday, Saturday. Website www.topbananafoods.im is currently under construction
Wiltshire Farm Foods	Island wide	Anybody	Pre-prepared meals. Currently including bread and milk with orders	See website https://www.wiltshirefarmfoods.im/ for full menu and online order form (need an order number which can be obtained by phone) Phone 626393/898385 to order by phone.

Dedicated shopping times for over 70s and those most vulnerable

Name	Times
Co-op	Daily 9am-10am
Marks and Spencer	Monday 8am-9am Thursday 8am-9am
Shoprite: Bridson Street, Port Erin Arbory Street, Castletown	Saturday 8am-9am Tuesday 8am-9am Thursday 8am-9am
Tesco	Monday 9am-10am Wednesday 9am-10am Friday 9am-10am

Takeaways

The website www.standsixfeetawayanddeliver.co.im has an up to date list of places in individual areas providing takeaway meals, some local options are as follows:

Port Erin Chippy delivery 4:30-8pm 7 nights a week telephone 832564. Free delivery over £10 or £2 delivery to Port Erin, Port St Mary, Gansay, Colby, Castletown

Shore Hotel Takeaway pub food telephone 832269 or 566386, Colby Glen takeaway telephone 834853