

Dear Tenants,

In recent days we have seen increased cases of the COVID-19 Coronavirus confirmed in Northern Ireland and this will have a huge impact across our region in the coming days and weeks. The need to follow the Public Health Authority (PHA) 'good hygiene' guidelines has never been greater - that means regularly and thoroughly washing our hands and for those with a cough, use tissues and dispose of them afterwards.

Protecting residents, tenants & staff:

Radius has set up a Task Force to look at measures to help protect our residents, tenants and staff. The task force has met with the Chief Medical Officer, Michael McBride where we discussed, in particular, the needs of tenants living in sheltered housing.

Anyone with symptoms:

- **a new continuous cough and/or**
- **a fever**

However mild, you should stay in your apartment for 7 days from when your symptoms started.

- If you have mild symptoms, you do not need to be tested. Please do not contact or go to a GP surgery, pharmacy or hospital.
- If your symptoms worsen during your home isolation or you are no better after seven days, seek medical advice by telephone.
- If you have an underlying health condition and develop symptoms do let your GP know..
- If you cannot cope with your symptoms, if your condition worsens, or does not improve after 7 days, you should contact your GP. In the case of a medical emergency, you should call 999.

This action will help protect others in your community while you are infectious.

We have attached guidance specific to older people and those who are deemed a higher risk because of COVID-19.

We would ask that you avoid congregating in the common room as this will reduce the risk of spreading the virus.

To help you, we need some further information:

We are planning for every eventuality in the weeks and months ahead and I am requesting that you provide us with the following information:

- Please ensure your next of kin contact details are up to date so that in the event you become unwell we have the correct contact details.
- For those who you have **opted-out** of our Morning Call Service (provided by Connect 24 and formerly Fold Telecare), your scheme coordinator will contact you to see if you wish to opt into this service. If you change your mind you can pull your cord and notify

Connect24 when the coordinator is not on site. If you are currently receiving this service you do not need to contact us.

- If you have carers who visit you during the day please inform them our Connect24 service will be busier than normal and if you cannot release the door for access they may have to wait slightly longer than necessary.

Visitors:

You should consider restricting the number of visitors to your home and consider asking them to visit one visit at the time.

If any of your visitors are displaying symptoms please ask them to delay their visit until they are well.

Our ongoing service:

In the time ahead throughout the evolving coronavirus situation there will be impacts on our normal service delivery. As we adapt to government guidelines our scheme coordinators will be carrying out morning calls and the health and safety checks at the schemes. Unfortunately due to the requirement to reduce social contact we have had to cancel all coffee mornings, lunch clubs and events, we will let you know when they can start again. Unfortunately this may also mean the coordinator will spend reduced time at your scheme.

We have also had to reduce our repairs service to prioritise compliance, emergency and urgent works of a Health and Safety nature. You can continue to log repairs of this nature to your scheme coordinator or Connect 24, as we practice social distancing we would ask that you do this by pulling your pull cord rather than visiting the office. You can also call 03301230888.

Please note that if your repair request meets this criteria you will also be asked to confirm if you are displaying symptoms of COVID-19 or are self-isolating, please do not be offended by this but we must also consider the health of our staff and contractors.

Should you have any questions or concerns please speak to your scheme coordinator or your housing officer. Our office staff will be available on 03301230888. In the meantime we appreciate your cooperation and understanding through these times of uncertainty.

Yours sincerely

JohnMcLean
Chief Executive