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Dear Service User,

Coronavirus Pandemic Update

Currently Creative Support is responding to Coronavirus, a worldwide virus (pandemic) affecting people's health. We are closely following Public Health England advice, this changes daily.

Creative Support cares about you as one of our customers and we can assure you that we are taking our responsibilities very seriously. We want to offer you reassurance that, with the resources available, we are doing all we can to ensure that we continue to reach those most in need.

In these uncertain times, we have set up a dedicated webpage to provide you with any updates.

<https://www.creativesupport.co.uk/coronavirus-covid-19/>. We also have a Coronavirus Response Team who are monitoring and updating all of the guidance issued on a regular basis by Public Health England, the Government and our Local Authorities.

Our managers and staff understand health and hygiene guidance and they are working hard to keep you safe and well.

Across the UK we have all been asked to social distance for the next few weeks and some people will need to go into self-isolation. During this time you may see less of your staff teams, we have started a Creative Connections Team who will be providing some additional phone and social media support and will be based at our Head Office.

We can assure you Creative Support is working hard to maintain as much familiarity as possible.

Please turn over→

Things are changing quickly and we understand that can be unsettling. We have more information on how you can help keep yourself and others well by using good hygiene, how you can keep positive in these difficult times and if you have to self-isolate, the things you can do with your day.

We will be updating our website and social media pages with useful information. Please ring a member of staff if you have worries or concerns. For health advice, please visit the Public Health England website: <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

Tips on keeping safe and social distancing:

- Wash your hands regularly with soap and warm water and dry thoroughly
- Stay at least two metres away from other people where possible
- Keep away from anyone who is unwell, especially if they are showing symptoms of Coronavirus
- Minimise travel by public transport, if necessary travel by taxi
- Ensure you have at least one weeks supply of long life food in case you may need to self-isolate
- Limit unnecessary social activities

Yours truly,

Creative Support

18th March 2020

Website: www.creativesupport.co.uk

Facebook: facebook.com\crtvspprt