



Time to Talk
BEFRIENDING

COVID 19
EMERGENCY PACK

Honouring • Connecting • Engaging



Word from Emily

It is with a heavy heart that we have had to stop all face to face contact with our scheme members for the time-being. We know that this decision has been difficult for everyone involved, but we hope through telephone befriending that the amazing be-friendships you have made with our scheme member can continue until such a time as the Government deems it safe for face to face visiting to start again.

We have had an overwhelming amount of support from our volunteers and the wider community which is wonderful. Even though there is a pandemic affecting our communities nationally and internationally, kindness is also spreading everywhere.

We hope that the information provided within this document is helpful to you as you continue to support our scheme member with telephone befriending.

We also wanted to take this chance to thank you very much for your ongoing support. The time, energy, friendship and kindness you give to our scheme members is integral to helping reduce feelings of loneliness so thank you for making a difference.

We are doing everything we can at this time to support our scheme members. Everyone is receiving a call to offer weekly telephone contact through the office and where we can, we will do our utmost to meet any practical needs as well.

Please do continue to look out for correspondence from us. Please also follow us on social media for updates. **Finally, in case of an emergency please refer to your visiting pack for details about how to contact us out of hours. If you would like another copy of the visiting pack please contact the team on 01273 737710 or email volunteers@tttb.org.uk. Our office hours are 9.30am - 2.30pm.**

Stay well and
take care, Emily X



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[@tttbcharity](https://www.instagram.com/tttbcharity)



Twitter:
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TIME TO TELEPHONE BEFRIENDING - TOP TIPS FOR BEFRIENDERS

Arrange a regular time to speak with your befriender, if helpful for them and possible for you.

The calls should last up to 30 minutes each time on a weekly or fortnightly basis to suit your availability.

Make a note of a few things to chat about, that you'd like to share.

Call when you say you will - your call may be the highlight of your befriender's day, and perhaps the highlight of your day too.

Ask if 'now is a good time to speak' just in case it isn't.

Ask about your befriender's day / how they are.

Share something from your day, especially if you have encountered some unexpected kindness or spotted some hopeful signs of spring.

Listen to any concerns or questions your befriender may have - no concern is too small, and it can be helpful to share something even if there is no immediate solution. We are here to provide additional support if needed.

Offer encouragement where possible and try not to speculate.

Ask your befriender how the nation has come together in the past - we need wisdom from the older generations more than ever (for example sharing neighbourhood resources, 'Make Do and Mend', 'Dig for Victory'). Note: the focus here is not on the war so much as coming together.

Share any good news stories you have heard - people singing on balconies across Europe, the water running clear in Venice for the first time in a long time with sightings of swans, the young lad who gave the pasta from his shopping basket to an older person.

Double check at the end of the call - is there anything else on their mind?

Arrange the time of your next phone call, if helpful.

Finish on a positive note.

Share something you are looking forward to - this can be something small, like having another phone call together.

Please do check in with the TTTB office on 01273 737710 / info@tttb.org.uk after speaking to your befriender with any questions or concerns you aren't sure about, for example about medication delivery, leaving the house, or the latest public health guidance (checking with your befriender it's OK to share their question, and get back to them with an answer).

What volunteers **can** do at this time

- › Provide regular telephone befriending on a weekly or fortnightly basis.
- › Be a listening ear.
- › Contact the TTTB team if the scheme member you are befriending by phone has any unmet needs or if you are concerned about their wellbeing.
- › Check in with the team if you find the conversations difficult. We are here to help.
- › Look out for emails from us about how you can help in other ways through our coordinated city-wide outreach activities.

What volunteers **can't** do at this time

- › Visit our scheme member at home for the time being until the threat of COVID-19 has come to an end.
- › Drop off food and supplies to our scheme member at home.
- › Offer a counselling support service.
- › Purchase items for our scheme member online.
- › Take out money for the scheme member you are matched with.
- › Pick up medication or run errands.

What we can do to support you at this time

- › We can offer weekly telephone support from the office for our scheme members if they would like it in addition to your telephone befriending calls.
- › We can investigate ways in which we can help support any practical needs that our scheme members might have i.e. shopping, picking up medication etc.
- › We can provide a listening ear to you as a volunteer if conversations with our scheme member are difficult or if you are concerned.
- › We can provide signposting information to our scheme members as we are producing an extensive database of information about what is available during this time of crisis.
- › We can offer prayer through our chaplaincy team for those who would like it.
- › We will be thinking of you as well as our scheme members during this difficult time.
- › We will keep you updated as much as possible regarding any developments relating to COVID-19 and how it is impacting our service.

COMFORTING WORDS FROM DAME VERA LYNN ON HER 103rd BIRTHDAY (20/03/20).

“We are facing a very challenging time at the moment, and I know many people are worried about the future. I’m greatly encouraged that despite these struggles we have seen people joining together. They are supporting one another, reaching into the homes of their neighbours by offering assistance to the elderly and sending messages of support and singing into the streets. Music is so good for the soul, and during these hard times we must all help each other to find moments of joy. Keep smiling and keep singing.”

We'll meet again
Don't know where
Don't know when
But I know we'll meet again some sunny day
Keep smiling through
Just like you always do
'Til the blue skies
Drive the dark clouds far away
So will you please say hello
To the folks that I know
Tell them it won't be long
They'll be happy to know
That as you saw me go
I was singin' this song

Source: [Worthing Herald](#), 20th March 2020

SIGNPOSTING

Every day we hear about new opportunities to access practical help in the community. See the next few pages for a few that might be of interest to the person you befriend over the coming weeks or months. Please note that due to the issues relating to COVID-19 all services listed below are likely to be busy therefore will potentially have extended response times.

DPJ Fruits

Free fruit and veg delivery in Hove, for orders of £5 and over.

[07907813948](tel:07907813948) / dpjfruits@hotmail.com

Home and Company

Is a small and independent home care help and home care services for people who need some support to get the best out of life, whether it means help around the house to maintain their independence, getting out and about, or simply companionship.

The founders Julie and Loretta, work with a brilliant team of people. They put a lot of effort into matching every client carefully with the right person. They aim to provide a one-stop-shop and so also have on their team great people for building and decorating, gardening, foot care, hair & beauty and much more.

Home and Company works in and around Brighton & Hove, Lewes, Burgess Hill, Haywards Heath and Worthing. This is a paid for service.

To find out more please contact Julie and Loretta on 01273 434190 / loretta@homeandcompany.co.uk / julie@homeandcompany.co.uk

Mother Theresa's Foods

Home cooked fresh daily from local ingredients sourced from East Sussex farmers and suppliers. We buy a large percentage of our fruit and vegetables from local growers, much of which arrives within one or two days of harvesting.

[01323 441114](tel:01323441114) info@mothertheresas.co.uk www.mothertheresas.co.uk

Sainsburys Helpline for Home Deliveries which can be made over the phone: [0800 328 1700](tel:08003281700).

Sainsbury's are also offering morning slots for people aged 75+ to do their shopping'. Call to find out more. Local Sainsbury's stores are:

**Lewes Road 01273 674201 Hove/ Portslade 01273 439257
Central Brighton 01273 696539**

Asda are opening their doors for older people every day at 9am for an hour. Local Asda stores are:

Holdingley 01273 541166 Brighton Marina 01273 606611

Scam fraud

Sadly we are already hearing about potential scams using the COVID-19 pandemic as an excuse to take advantage. We sincerely hope that this does not happen to any of our scheme members but considering the situation we wanted to offer our support. If you are approached by someone you don't know, whilst it could be a genuine offer of support, we are happy to act as a point of contact during this difficult time. **If someone approaches you to offer their help and you don't know them, please ask them to contact us on 01273 737710 / info@tttb.org.uk and we can speak to them on your behalf. Alternatively, please pick up the phone yourself to speak to one of the team. Or if you have been a victim of a scam or think someone is trying to take advantage please don't hesitate to either contact us or the Police dialing 101.**

Telecare assistance services

24-hour alarm / red button service. If you become unwell, fall or require assistance you can simply push the red button which is connected to your telecare alarm. The button is usually worn on the wrist or as a pendant around your neck.

Brighton and Hove City Council Care Link Plus: 0300 123 3301.

West Sussex Council Care Link Plus: 0300 123 3301.

Turners Pies

Turners Pies offer home delivery service via the post. They operate across the UK but are based in West Sussex. They have won awards for their pies and currently have capacity to accept orders. Unfortunately, orders can only be made online, however the links are as follows:

<https://piesbypost.com/shop-online/pies-for-sale/>

www.piesbypost.com

Cutting off pay-as-you-go energy meters to be 'completely suspended' as ministers unveil latest coronavirus help

The cutting off of pay-as-you-go energy meters will be "completely suspended" during the coronavirus crisis in a bid to shield vulnerable people from financial hardship, ministers have announced.

Read in Politics Home: <https://apple.news/AckWE-1UmRB-A17HmWgn-dw>

A and A Travel Worthing offering free travel (in a safe and supportive way) to people who are considered vulnerable during the COVID-19 crisis. The free offer is Monday - Friday 8am - 12 midday. Local Worthing journeys only. No delivery only service. **Call 01903 821678 to find out more.**

Please also don't hesitate to pick up the phone and speak to the team if you have any questions or if you have a specific need which isn't being met at this time. We can't promise to find the solution, but we will absolutely try our best to help. **01273 737710 / info@tttb.org.uk.** Our phonedlines are open 9.30am-2.30pm Monday - Friday.

CRISIS NUMBERS

IN AN EMOTIONAL CRISIS, IF YOU ARE IN IMMEDIATE DANGER OR REQUIRE URGENT SUPPORT, YOU CAN:

- Call **999** • Attend A&E • Speak with your GP
- Call Mental Health Rapid Response Service (below)
- Call **NHS '111'** for non-urgent health advice (24/7)

MENTAL HEALTH RAPID RESPONSE SERVICE (MHRRS)

Mental health crisis support from local NHS **0300 3040 078** (24/7)

SAMARITANS

Free 24 hour helpline to talk to someone **116 123** or **01273 772277**

SUSSEX MENTAL HEALTHLINE

Free NHS mental health helpline. Call 111 and ask for Sussex Mental Healthline (24/7) **SANEline 0300 304 7000** (daily 4.30-10.30pm)

SHOUT CRISIS TEXT HELPLINE Text **85258** (24/7)

THE SILVER LINE

24-hour Helpline for older people **0800 4 70 80 90**

COVID 19: Crisis Fatigue: why does it occur, what to look out for, what to do

Information given to TTTB by Rev Peter Wells

However resilient I consider myself to be there is always the possibility, often subtly felt, that this 'thing' just gets too much to handle, too much to think about, too much to live with, just too much and this is not just for a couple of months, this is a marathon, and I have not been in training for such a marathon. This virus attacks health, my health, however old I might be, whoever I am.

WHY DOES CRISIS FATIGUE OCCUR?

- I am not in control and I feel confused, baffled and vulnerable a lot of the time.
- Endless news updates on TV and radio, and a bombardment of comments on social media, WhatsApp, Instagram, texts, emails, phone calls.
- A lot of uncertainty as to exactly what is going on, what is required by me, what can I do, how do I help others.
- There is no space left to think of anything else, or manage anything else, or be interested in anything else.
- How can I not feel under siege, how I cannot feel fatigue!

WHAT TO LOOK OUT FOR:

- I can become distracted or disinterested in other aspects of life.
- Because I don't know what to do or how to respond I get fearful and express it in anger or go silent. I don't want to talk to anyone.
- I might not notice that I am less interested in eating because I am anxious, or I am overeating because I am trying to sooth myself.
- My sleep becomes fretful.
- If I am home so much, either alone or with others, I get bored, I don't know how to express my frustration except towards others or the cat!

What to do: **ACCEPT** that this crisis is going to last sometime and prepare myself

- A** acknowledge that I am not in control and I need to find a way of coping.
- C** compromise on what I would like to do and work out what I can do.
- C** know that there will be consequences that are not in my control.
- E** show empathy to others, this shows that I and they are not alone.
- P** be passionate about caring for myself and those around me.
- T** trust in myself that I am doing all I can.

CREATE A ROUTINE

- Prioritise what needs to be done during each day.
- Plan out my day to give the day a structure.
- Pace myself so that I do not do everything at once.
- Permission to know I can only do so much, and seeking help and support is not weakness.

TIME OFF FROM THE NEWS AND WORRIES

- Give myself 'news' breaks, I can catch up with the news later.
- Create distractions that I enjoy such as books, games, tv, radio, films, online games.
- Include some meditation, mindfulness, prayer.
- Create an exercise programme that I enjoy, even if walking up and downstairs and some stretches or online yoga sessions.
- Set meal and sleep times.

THINGS TO REMEMBER I and those I am in contact with, are going to have days of sadness and frustration. I need to be kind to myself, and those around me. I need to be honest about how I feel and not hide it or deny. I know others are feeling the same.

Our prayer during this difficult time

From the 24/7 Prayer People

Lord Jesus Christ, we ask you to protect us from the spread of the coronavirus. You are powerful and merciful; let this be our prayer -

-Response-

“Have mercy on me, my God, have mercy on me, for in you I take refuge. I will take refuge in the shadow of your wings until the disaster has passed.” (Psalm 57:1)

Jehovah Shalom, Lord of Peace, we remember those living in coronavirus hotspots and those currently in isolation. May they know your presence in their isolation, your peace in their turmoil and your patience in their waiting. Prince of Peace, you are powerful and merciful; let this be their prayer -

-Response-

“May your mercy come quickly to meet us, for we are in desperate need. Help us, God our Saviour, for the glory of your name.” (Psalm 79:8)

God of all Comfort and Counsel, we pray for those who are grieving, reeling from the sudden loss of loved-ones. May they find your fellowship in their suffering, your comfort in their loss, and your hope in their despair. We name before you those known to us who are vulnerable and scared - the frail, the sick and the elderly. [pause] God of all Comfort, you are powerful and merciful; may this be our prayer -

-Response-

“He has delivered us from such a deadly peril, and he will deliver us again. On him we have set our hope that he will continue to deliver us.” (2 Corinthians 1:10)

Jehovah Rapha, God who heals, we pray for all medical professionals dealing daily with the intense pressures of this crisis. Grant them resilience in weariness, discernment in diagnosis, and compassion upon compassion as they care. We thank you for the army of researchers working steadily and quietly towards a cure - give them clarity, serendipity and unexpected breakthroughs today. Would you rise above this present darkness as the Sun of Righteousness with healing in your rays. May this be our prayer -

-Response-

**“Sovereign Lord, you have made the heavens and the earth by your great power and outstretched arm. Nothing is too hard for you.”
(Jeremiah 32:17)**

God of all Wisdom, we pray for our leaders: the World Health Organisation, national governments, and local leaders too - heads of schools, hospitals and other institutions. Since you have positioned these people in public service for this hour, we ask you to grant them wisdom beyond their own wisdom to contain this virus, faith beyond their own faith to fight this fear, and strength beyond their own strength to sustain vital institutions through this time of turmoil. God of all Wisdom and Counsel, you are powerful and merciful; may this be our prayer -

-Response-

“God is our refuge and strength, an ever-present help in trouble. Therefore we will not fear” (Psalms 46:1-2)

I bless you with the words of Psalm 91:“Surely he will save you from the fowler’s snare and from the deadly pestilence. He will cover you with his feathers, and under his wings you will find refuge; his faithfulness will be your shield and rampart. You will not fear the terror of night, nor the arrow that flies by day, nor the pestilence that stalks in the darkness, nor the plague that destroys at midday. A thousand may fall at your side, ten thousand at your right hand, but it will not come near you.” (Psalm 91:3-7)

-Response-

“Answer me when I call to you, my righteous God. Give me relief from my distress; have mercy on me and hear my prayer.” (Psalm 4:1)

May El Shaddai, the Lord God Almighty who loves you protect you. May Jesus Christ, His Son who died for you save you. And may the Holy Spirit who broods over the chaos and fills you with his presence, intercede for you and in you for others at this time.

-Response-

**“The Lord will rescue me from every evil attack and will bring me safely to his heavenly kingdom. To him be glory for ever and ever. Amen.”
(2 Timothy 4:18)**



Word from the team

**WE ARE ALL THINKING OF YOU AT THIS TIME.
WE ARE HERE TO HELP IF WE CAN.**

We can't wait to see you all again when the threat of COVID-19 has come to an end. Perhaps a party is in order when the time comes because we were recently awarded an accreditation of 'Excellence' by the national governing body 'Befriending Networks'. We are thrilled to have received this accolade and it is our hope that we can continue to provide a positive and supportive service to our scheme members and volunteers alike during what is proving to be a very difficult time.

*Take care and keep in touch,
from all of us at Time to Talk Befriending*

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