

Information Sources for Voluntary and Community Groups Regarding Coronavirus (Covid-19)

General Information

[For general Public Health updates](#) (updated at 2pm each day)

[Travel advice: coronavirus \(COVID-19\)](#)

[Useful information for groups working in social or community care settings](#)

NCVO have created a useful web page answering some of the key questions voluntary sector organisations may be asking [your organisation and coronavirus](#).

Advice for Employers - [ACAS information for employers and employees](#)

Communications

Good communication has an important role, people are less likely to feel panicked when they are kept up to date and informed about what to do even if there are uncertainties. This goes for service users, staff and volunteers.

Update staff and volunteers about your response to the outbreak so that they know what to do if they or a close family member has been has travelled abroad to an affected area or suspects that they have the virus. Include the links to the relevant government advice which is updated daily. Add a statement or news piece to your website so that people that use your services/facilities know what your response is. This will reassure clients/customers some of whom may be worried or anxious about the virus. NCVO have a good [example of this on their website](#) that relates to their business as a venue.

Health & Safety

If you haven't reviewed it for a while now may be a good time to update to refresh your health & safety policy, risk assessment and business continuity plans. If relevant add a section or update your plans to include handling a virus/infectious disease. Consider how the situation might affect staff, volunteers and beneficiaries. This is particularly important if you are a community venue or work client group that would be particularly vulnerable to the Coronavirus for example older people. We have highlighted resources below that you may find useful.

H&S Executive - [Coronavirus \(COVID-19\): latest information and advice](#)

[H&S Executive Risk assessment resources](#) which includes an [example for a village hall](#)/community building.

Ecclesiastical Insurance have [resources to support organisations preparing a business continuity plan](#) including practical templates like a telephone tree , useful if activities need to be shut down quickly and key messages communicated rapidly.

Charities' Facilities Management [business continuity planning](#) resource.

[Charity Commission guidance on risk management](#)