



COVID-19

Coronavirus

Cleveland Local Resilience Forum

Community messaging

Wednesday April 1st 2020



Increase in door-to-door scams

Unfortunately during this unprecedented time there are a number of people in our region there that are trying to take advantage of the vulnerable and elderly in our community.

Everybody can help play their part in keeping an eye out for one another and be proactive to protect others, please help spread this message within your community.

Below is a list of ways that people will try and take advantage of you and others;

- Trying to sell miracle cures or vaccines for coronavirus – there is no specific treatment for coronavirus (COVID-19)
- Home cleaning services
- People impersonating healthcare workers, claiming to be offering ‘home-testing’ for coronavirus – this is a scam and these kits are not currently available to buy
- People offering to do your shopping or collecting medication for money

Online and over-the-phone scams still continue to grow, so please keep an eye on the following;

- Emails saying that you can get refunds on taxes, utilities or similar are usually bogus and they are just after your personal and bank details

- There are lots of fake products available to buy online that say they can protect you or cure coronavirus. These will not help
- There are new mobile phone applications that claim to give you updates on the virus but instead, they lock your phone and demand a ransom
- Your bank or the police will never ask for your bank details over the phone

Key Tips (for you and to teach others);

- Be cautious and listen to your instincts
- Don't be afraid to hang up, bin it, delete it or shut the door
- Take your time; don't be rushed
- Always ask for ID
- Be suspicious of requests for money up front
- Check with family and friends before accepting offers of help
- If you are online, be aware of fake news
- Use trusted sources such as .gov.uk or NHS.uk websites
- Never give your bank card or PIN to a stranger

Advice lines -

Government Coronavirus Information Service on WhatsApp 07860 064422 (message the word 'hi' to get started), Action Fraud on 0300 123 2040, Citizens Advice 0808 223 1133, If you are in immediate danger, contact the police on 999. You can also visit www.FriendsAgainstScams.org.uk for more information.

Younger Children

It is important to understand that children can catch the virus just as easily as adults, but in the majority of cases it doesn't make them as poorly.

At this time too, children will be aware of the changes in daily life and the impact it is having on them. Children could also get anxious and scared of the unknown but it is key to reassure them where possible. It is also extremely important that they understand that it is not their fault should someone they know catches the virus.

Teaching children how to wash their hands properly, making them understand the need to avoid other people and keeping a safe distance is extremely important. There is a really useful factsheet available, which help you teach them about the virus, see the link below.

<https://campaignresources.phe.gov.uk/resources/campaigns/101/resources/5093>

An animation on You Tube is also available here

<https://www.youtube.com/watch?v=iMR3WPCRuAI&feature=youtu.be>

If you have any questions, concerns or looking for guidance about education for your child, you can call your school, or the Department for Education helpline on 0800 046 8687 or email them on DfE.coronavirushelpline@education.gov.uk. Government Coronavirus Information Service on WhatsApp 07860 064422 (message the word 'hi' to get started).

