

# Coronavirus support for youth workers

We're working together to provide some information and support to youth workers, volunteers and young people during the current situation caused by COVID-19. We have been gathering information, concerns and questions in the last few weeks and will continue to update this resource as the situation develops.

## Keep calm

### Self care and care for others



- Have two nominated people to collate and disseminate PHE advice and guidance related to coronavirus and Covid-19.
- Ensure that information being shared is fact-checked and doesn't perpetuate panic-mongering or myths.
- Create safe spaces for staff and volunteers to offload and talk about concerns. Supervision is even more important at times like this.
- Ensure that you protect your own physical and mental health. Practice relaxation and mindfulness; get outside in the fresh air where you can, respecting social distancing advice.
- If you're self-isolating but well and still working, create and stick to a routine and plan for each day. Keep 'home' and 'work' as separate as possible – routines help with this.

## Stay connected

### Engaging with colleagues, young people and systems



- Use digital technology to facilitate connectivity to each other. Include video calls and phone calls too to try to alleviate loneliness. Slack, Zoom and Skype have free services, Microsoft Teams, or social media platforms such as Facebook, Twitter and Snapchat.
- Keep up to date with local project closures so you can reach out to others, or signpost young people to services if yours is having to close.
- Check national youth and community work platforms for support, guidance and sharing.
- Make sure you have contact details for everyone you need to, stored appropriately.
- Use your organisation and technology to connect young people into wider community needs and programmes during this difficult time.

## Be safe

### Risk and crisis management



- Ensure that there are good risk assessments in place for vulnerable staff or young people to manage isolation and highlight to appropriate services where necessary.
  - Identify high risk young people and ensure there is a support plan in place for them that includes connectivity with a trusted adult.
  - The Mix provides digital support and engagement for young people in the UK. Ensure all young people know about their services and how to access them.
- Business contingencies:
- Do you need to provide home working equipment or guidance?
  - Have you got safe ways to store information people might need if they work from home? e.g. servers, password protected digital files.
  - Ensure staff know their financial rights re sick-pay for self-isolation.
  - Prepare for staff needing to take dependents leave, or to safeguard themselves as they are responsible for /to someone vulnerable.

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## Checklist



Have you got:

- Risk assessments in place for staff, volunteers and young people whilst your project is open?
- Handwashing and public health information freely available and displayed in the physical and digital spaces you use?
- Activities and information available to manage fears and concerns for young people and staff?

## Have you got a plan in place to manage project closure for:

### • Young people

- Contact details for young people
- Plan for contact for young people
- Risk assessments for vulnerable young people
- Shared online support information with all young people

### • Partners and funders

- Rescheduling policy
- Contingency plan available
- List of key contacts information

### • Staff

- Home working support and guidance
- Sickness reporting
- Safeguarding reporting
- Resource and information management /sharing (including data)
- Information on local and national support agencies and resources

## Key websites

### About coronavirus

Public Health England  
NHS website

### Health

NHS 10 minute home cardio workout  
7 minute workout app  
Tips for working from home  
Anxiety and coronavirus  
Headspace

### Youth work support

Young Minds  
The Mix  
NCVO coronavirus guidance  
Digital youth work training materials

### Domestic abuse advice

Young people and domestic abuse  
The Hide Out, domestic abuse advice

