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**Abbey Community Centre**  
222c Belsize Road  
Kilburn  
London NW6 4DJ  
☎ 020 7604 4823  
✉ [kgn@abbeycc-kilburn.org.uk](mailto:kgn@abbeycc-kilburn.org.uk)

18<sup>th</sup> March 2020

Dear KGN Member,

**Re: Update on Coronavirus (Covid-19)**

Following the current coronavirus crisis and the most recent government's unprecedented advice to avoid all social contact, Abbey Community Centre is now closed to the public until any further notice. Kilburn Good Neighbours will continue to operate remotely during our usual working hours and we will still have access to our emails as well as remote access to our phone messages. In the meantime, we are suspending making any new matches or recruiting any new volunteers nor are we registering any new members.

I have attached more information about the coronavirus in this letter which is collected from Age UK and the government's official website ([www.gov.uk](http://www.gov.uk)).



We have also recommended that our volunteers avoid all physical contact with our members. The government has also advised that by this weekend, the elderly are to stay at home for 12 weeks. However it is important that we continue to help by maintaining contact via the phone, post or via the internet.

If you are already matched with a befriending volunteer, then they may have already communicated this with you and may have discussed how to stay in contact. If you need help for something essential and the volunteer agrees to help, they do need to keep a distance at all times (at least 2m apart). For example if someone is helping you with supplies, then please make sure you keep your distance and maintain safe practices such as insisting that items are dropped by the doorway without physical contact. We also urge you to please take a 'balanced' approach rather than stockpiling to help communities around us.

We also advise that everyone strictly follow the personal hygiene guidelines set up by the government and more information on this is provided in the attached pages.

For those members not matched with a befriending volunteer, we may be able to help with any of your concerns or help find another organisation who are better equipped to help. You will receive phone calls either from me or my colleagues at the centre and this is to make sure that we constantly stay in contact with all of our members. We will continue to send you letters with any new information we receive. If you have a befriender,

you can also ask them to provide you with any information that you need over the telephone.

If you are feeling unwell, then you must follow the government's guidelines and this is attached in the following pages. If you are concerned about someone's health and they are in close contact with you (family members, helpers, carers etc), then they will need to isolate themselves from you and get in touch with their GP or 111 via telephone to get further advice on next steps.

We are aware that Age UK Camden is servicing people aged over 55, their family and carers with:

- Emergency food parcels
- Internet shopping
- Information and advice hotline
- Telephone befriending service
- Telephone counselling service
- Online book club
- Live streaming of their lunchtime musical recitals.

To get more information on the above services, the number to call at Age UK is 020 7239 0400 (Mon-Fri 10am – 5pm).

Our strategy may evolve as time goes on and depending on new government notices. We will continue to keep you updated and please continue to keep safe.

Thank you in advance for all of your help and understanding in this challenging time.

Yours Sincerely,

Lydia Ghazali

**Kilburn Good Neighbours Coordinator**

***Contact times as per usual:***

***Monday, Tuesday, Thursday 11 – 4.30pm on 020 7604 4823 or 07505 933 617 (you can also text the mobile number).***

***If you reach the answer machine, we will access messages remotely and call you back during our contact times. Alternatively, you can also contact reception to talk to someone on 020 7624 8378 Monday to Friday 10.30am – 2.30pm until further notice.***