

27 March 2020

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

We hope this letter finds you safe and well.

We are writing to check in with you at this difficult and uncertain time to let you know that we are thinking of you.

In-line with the Government's advice, the Project has been thinking carefully about its activities and deciding what can and can't continue, for the time being. We wanted to reassure you that your safety is our number one concern and we will not be asking you to engage with any activity that will increase your risk to the Coronavirus.

If you require help and support, we recommend that you call our Smartline project partner Volunteer Cornwall who have a dedicated Coronavirus response team of volunteers who can help with collecting groceries and prescriptions, transport, walking dogs, and much more. You can call them on 01872 266988 or email them at requestforhelp@volunteercornwall.org.uk.

As our work is very much focused on the potential for technology to help us overcome issues of social isolation and to improve health and wellbeing, we wanted to let you know about some ways you could use technology at this time to keep in contact and improve wellbeing.

If you have a smartphone or tablet and connectivity to the internet we have included some guidance on how to keep in touch digitally through Facebook, WhatsApp or Messenger. You could also use your Smartphone or tablet to play games with others, take part in a fitness session (<https://www.nhs.uk/live-well/exercise/sitting-exercises/>) or PE with Joe at <https://www.youtube.com/watch?v=Rz0go1pTda8>, learn a new skill or enhance your knowledge; all whilst staying safe at home.

If you are unfamiliar with the internet you can contact the Digital Inclusion Team in Cornwall Council on 01872 272702 or go to the Learn My Way website at <https://www.learnmyway.com/> for free 'how to' courses. The NHS website Every Mind Matters, <https://www.nhs.uk/oneyou/every-mind-matters/>, provides advice and support on taking care of your mental health, physical health and wellbeing whilst staying home because of coronavirus at <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/> and <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>.

If you are able, we would love for you to join the Smartline Facebook community group to keep in touch with one another and up to date with our activities. Instructions on how to join can be found on the enclosed leaflet.

May we also take this opportunity to say again how pleased Smartline is that you are continuing with us as your participation is vital to the work of Smartline. We couldn't do it without you!

Stay safe and well.

With warmest regards,

Handwritten signature of Karyn Morrissey in black ink.Handwritten signature of Emma Bland in black ink.

Prof Karyn Morrissey and Emma Bland, Smartline Co-Directors
For and on behalf of Smartline

KEEPING IN TOUCH



WhatsApp: you can text, call and video call with friends and family. You can even set up group chats. It's very safe to use and simple.



Messenger: works the same as WhatsApp and you don't have to be on Facebook to use it.

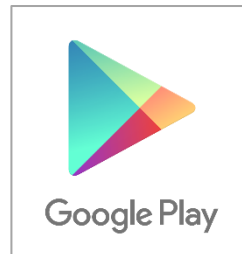


Facebook: you can join a community group, connect with family & friends and find out what is going on in your area.

To use these tools – apps – you need to download them to your smartphone or tablet from one of these places:



FOR APPLE
IPHONES

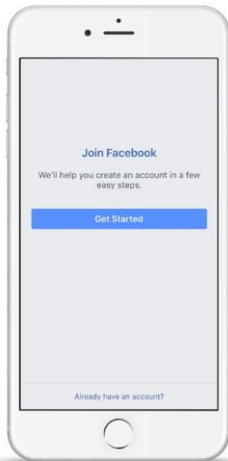


FOR GOOGLE
OR ANDROID
PHONES

We would love to see you join our Smartline Facebook group - see instructions overleaf to find how to join.



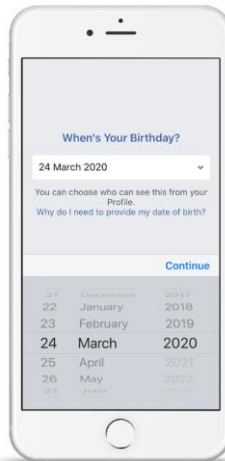
GET STARTED WITH FACEBOOK



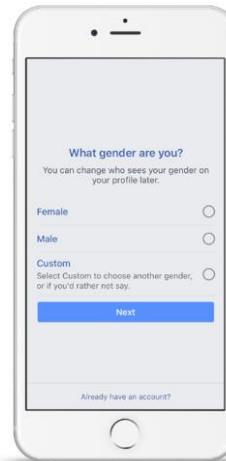
WHAT YOU SEE
WHEN YOU FIRST
OPEN THE APP



ADD YOUR NAME
AS YOU WANT IT TO
APPEAR TO OTHERS



ADD YOUR
BIRTHDAY
(OVER 13s ONLY)



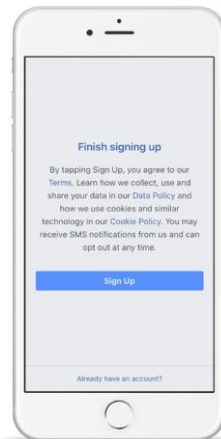
MAKE YOUR
CHOICE, CLICK
NEXT



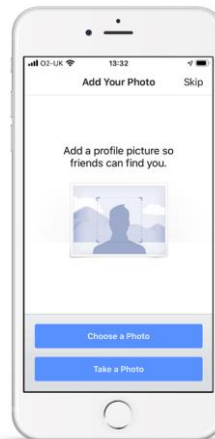
IT'S BEST TO USE
YOUR MOBILE



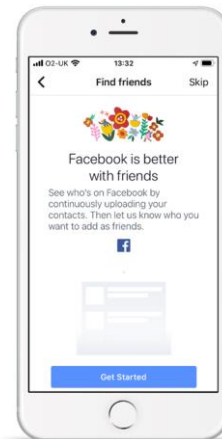
ADD A UNIQUE
PASSWORD



CLICK SIGN UP



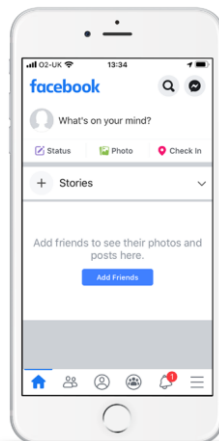
CHOOSE FROM
YOUR PHONE OR
TAKE A NEW ONE!



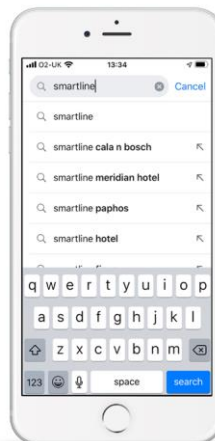
CLICK GET STARTED
TO SEARCH FOR
FRIENDS



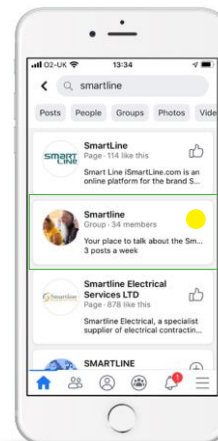
YOU'LL GET A TEXT
MESSAGE WITH A
CODE, ADD IT HERE



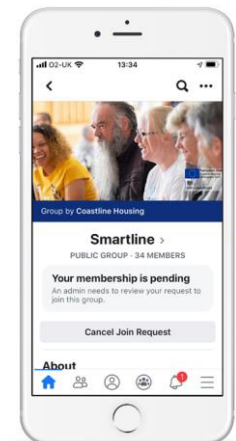
AND YOU'RE IN!



CLICK THE
SEARCH ICON
AND TYPE IN
SMARTLINE



CLICK ON THE
PLUS ICON NEXT
TO THE GROUP
WITH THE PHOTO
OF THE PEOPLE



WE LOOK
FORWARD TO
WELCOMING YOU!