



## COVID 19 – Visits suspended

These are extraordinary times, with unprecedented measures being put into place across the country, to prevent the spread of Coronavirus.

This illness will affect residents, staff and our service providers, so we ask for your continued understanding of the impact that COVID-19 may be having at the establishment.

We at this establishment are doing everything that we can to keep the men in our care, safe.

In order for us to do this, we may need to take a number of actions in the days ahead, such as reducing our available regime and/or imposing periods of self-isolation (*this would be determined by medical professionals in line with Government and PHE guidance*).

Following the Government's announcement on March 23<sup>rd</sup> 2020, we must inform you that our prison is now closed to visitors. This is necessary, to ensure that we comply with the increased Social Distancing measures, now in force. Please be assured that this position will be subject to ongoing review, to ensure that we are able to recommence visits at the earliest opportunity.

Whilst visits are not taking place, we would ask for your help in maintaining regular communication with your friend, family member or loved one. There are still a number of other ways you can contact someone in prison, as follows:

- <https://www.emailprisoner.com>

This service provides the opportunity for you to email a resident at the establishment and would not be subject to any potential postal service disruption, with the added extra of being able to attach up to 4 photos per email (these will be printed in black and white)

- <https://prisonvoicemail.com>

This service offers the opportunity for you to leave a voicemail message for a resident at the establishment, which they can hear using the prison telephone system (*\*please be aware that there may be delays encountered in accessing PIN Phones, where self-isolation is in place; however we are making arrangements to limit any delays.*)

You can still write in to your resident at this establishment and they will be able to call you utilising the existing prison telephone systems. We will work to maximise the opportunities for residents to call you on a regular basis. Some further helpful information can be found online here: <https://www.gov.uk/staying-in-touch-with-someone-in-prison>

We understand that this will be a worrying time for you, but it is very important that we are able to take the actions we deem to be necessary, in order that our response to the threat of this virus is as effective as it can be.

Thank you for your patience, co-operation and support during this challenging time.

There are also a number of other helplines, which may be helpful for families and friends:

<https://www.gov.uk/support-for-families-friends-of-prisoners>

Further information from GOV.UK, the NHS and Public Health England, can be found here:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>