

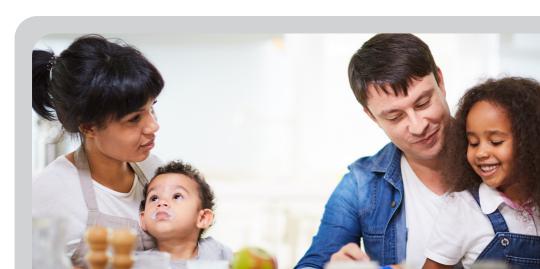
# Putting you first

COVID-19 has presented a challenge to working people across the country. In a very short space of time we've seen the working world grind to a halt in many different ways, and the actions being taken at all levels is leaving many workers unsure of where the next pay cheque will come from.

We're proud of the support and benefits package we offer to our members, but we know that with the circumstances as they are, we need to make some temporary changes. These changes will make sure that we are continuing to serve your needs in a time of national crisis to the standard that you have come to expect from your union.

This booklet outlines the changes and additions we have made to our offers and benefits to best support you and your fellow members through the coming weeks and months. We will be reviewing this regularly to ensure that it remains relevant and helpful in as many ways as possible.

We know that it's a really stressful time for the UK at the moment, but as a Community member you can count on us to lend a hand and offer you support. We're in your corner.



#### Contributions

We will **not** be increasing our contributions in June as we normally would.

If you find that you are losing a significant amount of your income through COVID-19, be that though redundancy, layoff, short-time working or sickness, you may be eligible to have a temporary reduction in your contributions. To learn more visit www.community-tu.org/contributions (If you are able to continue paying your regular amount of contributions that means we have more funding to help those most in need).

We are taking all measures to make sure you can continue your membership with us through COVID-19 and beyond. Community membership is more important than ever before, and we want to continue to be there for you when you need us.

# Member Support fund

We have established a new Community Member Support fund for members who are struggling because their work or pay has been significantly impacted by COVID-19 in the same way as mentioned above. Members in this situation can apply for small cash grants. This could be up to a maximum of £250 for those who are in most need. We have capped the amount we offer so that we can help as many members as possible. If you would like to know more visit www.community-tu.org/supportfund.

\*The Member Support fund is the coming together of both Community's Benevolent fund and Regional Charity fund. Whilst this fund is in operation, members **will not** have access to these two funds mentioned above **or** Community's Bursary fund.

#### Member Service Centre

We are expanding Your Member Service Centre team and extending the hours they operate. As we are currently seeing and will continue to see increased demand, we recommend you get in touch via email. Send a brief explanation of your issue/question to servicecentre@community-tu.org and they'll be in touch.

## Health & safety

We have created a new health & safety hotline for members who are still at work and have concerns. You can either call 01604 813126 or email hands@community-tu.org to speak to a member of the team.

## Community support

We are in the process of setting up a Community support group to support our most vulnerable members who may not have any help and are self-isolating. If you are a fit and healthy member who would like to volunteer we would be delighted to have you on the team, just email volunteer@community-tu.org.

Alternatively if you are member who needs extra help and support, Please email helpme@community-tu.org and we will be in touch.

\*Our Service Centre operating times and Community support group are currently being developed to react to the crisis. We will continue to update you if anything changes.

## A few things from us...

Communication between you and us will be of critical importance through the coming weeks and months - we would ask that you double check the contact information you supplied to us is accurate and up to date. (If you haven't yet, you can make an online account on our website and manage your details on the go by visiting members.community-tu.org or by emailing update@community-tu.org).

Share this booklet with your colleagues, friends and family so they can see the positive difference Community is making for its members. They can join up at any time online by visiting members.community-tu.org/Join-Online.

Our priority as always is protecting members' jobs and livelihoods, and supporting the communities where our members live. We have made all of these changes and additions so that our team are fully operational and ready to support you.

Please remember, we're here for you through all of the challenges ahead. Stay with Community and together, we'll get through this.

## Helpful resources

Government website: www.gov.uk/coronavirus

Acas: www.acas.org.uk/coronavirus

NHS medical: www.nhs.uk/conditions/coronavirus-covid-19

Community's own quidance: community-tu.org/coronavirus

