

## Coronavirus (COVID-19) Guidance

The Choices team would like to assure you that they are doing all they can to offer a continued support service to prisoners, their families and friends during these un-presidential times.

For the latest up-dated advice on the coronavirus (COVID - 19) please see the below links.

[https:// www.gov.uk/guidance/coronavirus-covid-19-and-prisons](https://www.gov.uk/guidance/coronavirus-covid-19-and-prisons)

### CLINKS MEMBER'S NEWS: prisoners' families and Covid-19

The Prisoners Families Helpline is a dedicated free HMPPS-funded national helpline for prisoners' families managed by Pact. Pact and the HMPPS Families Team are working closely together to provide the most up to date advice and guidance around Covid-19 and visiting. It provides a confidential freephone service and is open Monday - Friday 9.00am - 8.00pm and Saturdays and Sundays between 10.00am and 3.00pm. It also offers callbacks to anyone who can't get through. It can be reached on 0808 808 2003, and can also be emailed at [info@prisonersfamilies.org](mailto:info@prisonersfamilies.org).

### Visiting prisons during the outbreak

The Ministry of Justice has guidance for visitors and the families and friends of those in prison in England and Wales during the Covid-19 pandemic. It lists confirmed cases, information on the latest situation, on visiting prisons, and other ways to keep in touch. This information will be regularly updated as and when new advice becomes available. [Find out more here](#)

If you are a friend or family member of a prisoner residing in HMPs Channings-Wood, Exeter or Dartmoor and are having difficulties in phoning the Choices team, please Email the Choices managers on the Emails below.

**Channings Wood:** [cwmanager@choiceshelpsfamilies.org.uk](mailto:cwmanager@choiceshelpsfamilies.org.uk)

**Exeter:** [exmanager@choiceshelpsfamilies.org.uk](mailto:exmanager@choiceshelpsfamilies.org.uk)

**Dartmoor:** [dmmanager@choiceshelpsfamilies.org.uk](mailto:dmmanager@choiceshelpsfamilies.org.uk)

Please see the latest notice (dated 20/03/2020) for visitors from HMP Channings-Wood.