

COVID-19

Community wellbeing telephone line

The Community Wellbeing Line will help you in the current COVID-19 Pandemic. It is not for emergencies such as when you might need Police or Ambulance services, or for enquiries about normal council services like bin collections. You should continue to make use of the usual telephone numbers for these.

It will link you to community volunteers in your area who can:

- Deliver food packs to you
- Help with other essentials such as baby milk or pet food
- Post letters for you
- Check you are okay in person or by telephone
- Possibly some other things, if you let us know what you need

Some of our volunteers may be able to help collect prescriptions for you.

Your volunteer will either have a council name badge or a letter from the Chief Executive to confirm who they are.

If you have an underlying health condition and have been advised to self-isolate for a period, then you should make us aware of this so we can assess what your needs are.

Guidance for people who are being helped by community volunteers

We need you to help make sure both you and the volunteers helping you remain safe by:

- Only asking your volunteer to do the tasks that have been agreed in advance with the helpline
- To help with infection control, making sure you don't ask them or let them come into your home
- Not giving money to your volunteer to carry out tasks
- Following any current advice about infection control that is coming from the government

You may find that someone comes to your house to check you are okay. This could be because a neighbour or family member has contacted the telephone line with a concern. Please let the volunteer know that you are all right, or if you need any assistance, and they can report this back. You do not need to open your door to do this; make sure you keep safe in the ways you usually would. Volunteers will be able to have a conversation with you from behind the door or through a window.

You can contact the Community Wellbeing Phone Line on 0303 123 1009.

The lines are open from 8.45am–4.45pm Monday to Thursday, and 8.45am–4.15pm on Fridays.



We hope everyone working together to help will make sure you stay safe and well.

If you need this information in a different format or language, please contact us to discuss how we can best meet your needs. **Phone:** 0303 123 1015 **Email:** equalities@southlanarkshire.gov.uk
www.southlanarkshire.gov.uk