



# COVID-19

## STAYING HOME • STAYING SAFE • GETTING SUPPORT

This leaflet sets out who may need extra support during the Covid-19 outbreak; how to access this support; and how you can help in your community, whilst staying safe yourself.

*As time goes on your needs may change.*

*Keep this leaflet in a safe place.*

# WHO MAY NEED EXTRA SUPPORT?

## People who are 'Shielding'

- *You are in this group if you have a particular medical condition. You will have received a letter from the Chief Medical Officer to tell you this.*
- *Shielding means **you must strictly self-isolate for 12 weeks.***

If you need food delivered to your home because you are Shielding and you live alone or cannot get supplies for other reasons:

- *text the national helpline **07860 064525** to arrange your food delivery. You should only text from your own phone - if you don't own a mobile phone or are not sure how this service works, phone us on **0345 30 111 00** and we can send your details to the Scottish Government. Do not ask a friend or relative to text from their phone on your behalf as your request won't be registered;*
- *the NHS will arrange delivery of your medication - if you need any extra support with getting medication, email **CommunitySupport@pkc.gov.uk** or call **0345 30 111 00.***

If you are in either of the groups below and need extra support, email **CommunitySupport@pkc.gov.uk** or call **0345 30 111 00**. Perth & Kinross Council will aim to match you with a local volunteer group in your area who can help.

## Adults and Families

You are in this group if:

- *you are an adult who needs to self-isolate and you do not have family support or a home care package to help you;*
- *you are a family who need to self-isolate and you are being supported by Services for Children, Young People & Families (social work and youth work).*

## Council and Social Housing Tenants

You are in this group if:

- *you are a Council/social housing tenant or in temporary emergency accommodation and you need to self-isolate;*

- *you do not have family support or a home care package to help you.*

**If you are renting privately, you should contact your landlord directly.**

**What if I am not in these groups but need to self-isolate and have no other support?**

- Email [CommunitySupport@pkc.gov.uk](mailto:CommunitySupport@pkc.gov.uk) or call **0345 30 111 00**. Perth & Kinross Council will aim to match you with a local volunteer group in your area who can help.

## **REMEMBER!**

- *If you are self-isolating, follow the advice on [www.nhsinform.scot](http://www.nhsinform.scot)*
- **Whether you are self-isolating or not, stay 2 metres away from anyone who does not live with you.**
- **Stay home** unless you are leaving the house for an essential reason - to exercise once a day, for shopping or to go to work if you're in an essential job.
- *Wash your hands for at least 20 seconds, as often as possible and especially if you have been outside.*

## **VOLUNTEERING IN YOUR COMMUNITY**

- *Volunteers who have registered with Perth & Kinross Council will have identification to show anyone they are helping.*
- **Only volunteer if you are well and you can do so safely.**
- *Do not offer to take on more than you know you can do.*
- *If you want to volunteer to help those in need, or if you're part of a community group that is already supporting people in the community and want to register with Perth & Kinross Council, please fill in a volunteer form at:*

**[my.pkc.gov.uk/service/Volunteer\\_during\\_COVID\\_19](http://my.pkc.gov.uk/service/Volunteer_during_COVID_19)**

If someone has offered you help and you are not sure if they are genuine, contact the Council on [CommunitySupport@pkc.gov.uk](mailto:CommunitySupport@pkc.gov.uk) or call **0345 30 111 00** to check if they are registered to volunteer. For more information on avoiding scams, go to [www.pkc.gov.uk](http://www.pkc.gov.uk) and put 'scams' in the search bar.



**Thank you**  
to everyone who  
is reaching out  
and helping in our  
communities

We have produced information on social distancing and Coronavirus in various languages - please go to [www.pkc.gov.uk/coronavirus](http://www.pkc.gov.uk/coronavirus) and the choices are on the right-hand side. If you know of someone who needs this information in any alternative format, let us know by emailing [CommunitySupport@pkc.gov.uk](mailto:CommunitySupport@pkc.gov.uk) or calling **0345 30 111 00**.