Useful contacts

National Assistance Helpline

Staying at home stops the spread of coronavirus, and some need extra help.

If you are over 70 or received the flu vaccine for health reasons, you do not have any access to the internet, and do not have anyone to help you get essential supplies like food or medicine, then we have created a helpline just for you.

Call: 0800 111 4000
(open 7 days a week)

Please remember this helpline is dedicated to helping those who cannot leave their home and who cannot get help online.

Health

www.nhsinform.scot/coronavirus
0800 028 2816
(8am –10pm everyday)
for general information only

Call NHS 24 on 111 for advice if symptoms worsen or if fever is ongoing after 7 days

Feeling anxious or depressed?

NHS Inform:
www.nhsinform.scot/coronavirus-mental-wellbeing

NHS24:
111

Breathing Space:
www.breathingspace.scot
0800 83 85 87

Scottish Association for Mental Health:
0344 800 0550 / info@samh.org.uk

Samaritans Scotland Helpline:
116 123 / jo@samaritans.org

Advice for pregnant women

www.nhsinform.scot/ready-steady-baby or contact your midwife if concerned.

Easy-read coronavirus guidance

www.scld.org.uk/information-on-coronavirus/
Helpline: 0141 248 3733

Social welfare and financial help

Citizens Advice Scotland:
www.cas.org.uk / 0800 028 1456

Struggling with energy bills?

Home Energy Scotland:
0808 808 2282

Consumer Issues

Advice Direct Scotland:
www.coronavirusadvice.scot
0808 800 9060

Employment rights advice

www.acas.org.uk
Helpline: 0300 123 1100
Relay UK: 18001 0300 123 1100

For business support

www.findbusinesssupport.gov.scot/coronavirus-advice
Helpline: 0300 303 0660

Advice for parents

www.parentclub.scot/coronavirus

Parentline Scotland:
0800 028 2233

The Money Talk Team:
0800 085 7145

Information for young people

www.youngscot/coronavirus

Information for older people

www.agescotland.org.uk
0800 124 4222

Carers of people with dementia

Helpline: 0808 808 3000

Autism Advice Line

01259 222022

Domestic Abuse Helpline

www.safer.scot
Helpline: 0800 027 1234

Rape Crisis Scotland Helpline

www.rapecrisisscotland.org.uk
Helpline: 08088 01 03 02

Volunteering and helping in your community

www.readyscotland.org

Accessible leaflet format

If you would like this leaflet in another language or format, such as an audio version, please visit **www.gov.scot/covid-stay-safe**

Coronavirus (COVID-19)

Please read this vital information to help you care for yourself, others and the NHS.
Doing so will save lives.

This booklet covers:

- Protect yourself and others
- Additional help and advice
- Support
- Useful contacts

Healthier Scotland
Scottish Government

NHS SCOTLAND

CORONAVIRUS
PROTECT YOURSELF OTHERS & THE NHS

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Protect yourself and others

How does coronavirus spread?

The virus doesn't spread itself – humans spread it. It's spread via tiny droplets from a person's lungs. It can pass to other people through the air, or from surfaces.

Anyone can spread coronavirus, even if they do not have symptoms.

How can I protect myself and other people?

Unfortunately, any close contact between people risks spreading it. By staying home and keeping at least 2 metres apart from others when outside your home, you can protect yourself, others and our NHS.

For the latest guidance visit **www.nhsinform.scot/coronavirus**

If you can't get online, you can also phone **0800 028 2816** (8am–10pm).

Additional help and advice

When should I call 111 or 999?

You can call NHS Scotland on **111** if you have symptoms of coronavirus which worsen or do not improve after seven days.

For a life-threatening emergency, call **999** and say you have coronavirus symptoms.

If you or anyone in your household has any other health concern, it's important that you still seek medical help from your GP practice, or call **111** for out of hours support. Call **999** for an emergency.

What if I received a letter from the NHS saying I am at high risk of complications?

You need to isolate at home for 12 weeks to protect yourself. Please follow the shielding guidance in your letter and sign up to the text service for support during this time.

I'm 70 or over, 28+ weeks pregnant, or receive the flu jab annually for health reasons.

If you are in one of these groups, it's very important that you stay home as much as possible. You should only go outside for food, medical reasons or work (but only if you can't work from home).

If you are older and need information, advice and friendship, phone the Age Scotland free helpline on **0800 12 44 222** (Mon–Fri, 9am–5pm). Family and friends may also call if they are concerned about an older person.

Support

How can I look after myself?

If you're feeling anxious, frustrated or overwhelmed, you're not alone in that.

Here are some simple ways to help yourself feel better:

- Phone a friend for a chat
- Do an activity that takes your mind off the news for a while
- Get some exercise (you can go outside once a day, but remember to keep 2 metres away from others at all times)
- If you're struggling, NHS Inform offer advice and a range of online tools to help with deal with stress, anxiety and depression on **www.nhsinform.scot**

There's a list of organisations that can offer additional support at the back of this leaflet and on **www.readyscotland.org**

How can I look after other people?

By staying home, you are protecting others and the NHS. However, if you are fit and well you can still help others. Whether it's practical or emotional support, there are lots of ways you can volunteer to help. For the latest information on how to help safely, and to sign up to volunteer visit **www.readyscotland.org**

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