

# Coronavirus (COVID-19)

## Community support for our residents

If you need help and don't have family, friends or neighbours who can provide it, there are a number of ways you can access support.

### If you have access to the internet

Visit our online service directory at: [reigate-banstead.gov.uk/coronavirus](http://reigate-banstead.gov.uk/coronavirus) and click on 'I need help'.

There you can access information about local services that can support you with a variety of matters including:



how you can access **emergency food** if you are unable to leave the house or pay for food



where you can access **cooked meals**



how to access **emergency prescription medication** if you are unable to leave home or use an online service (see overleaf)



**financial help** if your household income has recently reduced and you are struggling to pay rent or Council Tax



accessing **befriending calls** if you are feeling lonely or isolated.

### You can also follow us on social media for updates



Love Reigate and Banstead



@reigatebanstead



@reigatebanstead

### If you don't have access to the internet

Contact our community helpline for help to access the support you need: **01737 276000** or SMS text **07834 624468** if you are deaf or hard of hearing.

Monday to Friday 10am – 4pm (hours subject to change)



### Want help to get online?

If you would like to start using the internet but need some support to do so, or to access the right kit, then a new Surrey project called **Tech to Community Connect** may be able to help. They provide one to one advice and guidance, and can even help you access the right device to get you started. The project is for residents living in the community who are of older age, have a disability, are living with a long-term health condition, are carers, or are recovering from COVID. For more information call **01483 456558**, email [getconnected@surreycoalition.org.uk](mailto:getconnected@surreycoalition.org.uk), SMS text **07563 997932** or visit [surreycoalition.org.uk/ttcc-participant-registration-and-agreement](http://surreycoalition.org.uk/ttcc-participant-registration-and-agreement).

[www.reigate-banstead.gov.uk/coronavirus](http://www.reigate-banstead.gov.uk/coronavirus)

**Need to contact us but don't have internet access? Call our community helpline on 01737 276000 or SMS text 07834 626468 if you are deaf or hard of hearing.**

## Community support for our residents

Here are some other ways you can access help and support:



visit the **online service directory** on our website (see overleaf) to find out about support available local to you



find out if your local pharmacy can provide **medication deliveries**, or sign up for a free / low cost prescription delivery service.  
Find your local pharmacy: **nhs.uk/find-a-pharmacy**



plan how you can **stay connected** with your family and friends, either by phone, letter or emails. Perhaps ask someone to help you get set up with video calling through Whatsapp, FaceTime, Zoom or Skype



use Surrey's Virtual Wellbeing hub to access advice, activities and support services: **virtualwellbeing.healthysurrey.org.uk**



**be scam aware:** be aware of coronavirus-related scams. A genuine organisation will give you time to check credentials and consider what you want to do.

## Further guidance and support

**Mental health:** if you are concerned about your mental health and need advice or support call:

- 24hr NHS helpline: **0800 915 4644**
- Samaritans: **116 123**

**Domestic abuse:** if you are being frightened, hurt or abused by a partner or family member call:

- East Surrey Domestic Abuse Services: **01737 771350**
- 24hr National Domestic Abuse Helpline: **0808 2000 247**
- **999** if you feel your life is in immediate danger. Domestic abuse is a crime.

**Bereavement support:** if you need advice, information or support following a bereavement, whenever or however the death occurred, contact:

- Cruse Bereavement Care - **01737 772834** or **0844 477 9400**

Help keep Surrey safe  
by following the latest  
Government guidance



**HANDS**



**FACE**



**SPACE**



HM Government

**NHS**

**Interested in volunteering?** See Voluntary Action Reigate & Banstead's website for current volunteer requests from local organisations and to register your interest: **varb.org.uk/get-involved** or call them on **01737 762115**.



This is a very difficult time for many. Where you can, look out for your neighbours and others around you, and should you wish to support your local community you can find ways to help on our website at **reigate-banstead.gov.uk/donate**.