

## Coronavirus (COVID-19) Update

The Coronavirus Pandemic has changed life for everyone and we are aware that older people are some of the hardest hit.

As a local community based charity, we also know how important support is for our clients.

To respond to where the need is greatest during this period of Stay home, Stay safe, we have set up two new services: Emergency Shopping and a Check in and Chat Call. We have been able to deliver these services by re-deploying staff to co-ordinate, and recruiting amazing volunteers who have stepped forward to help.

### Emergency Shopping Service



This is a free service and available to older people who are not able to access online food deliveries or go to the shops because they are staying home to keep safe. The Emergency Shopping service is for people who need essential items. We can also help with collecting prescriptions.

We match people who need support with a volunteer who lives nearby. For more information about the service, or to volunteer please telephone or email us. Contact details below.

### Check in and Chat



Although we have had to temporarily stop our face to face home visiting Befriending service at this time in Waverley, Guildford, Runnymede and Spelthorne, we are now offering a new telephone service - Check in and Chat - to people across the County.

One of the best ways of helping someone during this unsettling time is by just keeping in touch. We are able to offer this service through the support of volunteers, who we match with people who would like a call.

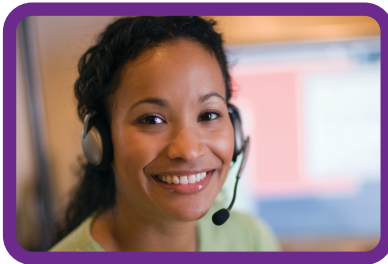
## Getting Online



Staying home and staying safe has given rise to lots of new initiatives and ways to virtually access shows, art collections, nature and open spaces – all from the comfort of your home! Age UK Surrey's Men in Sheds and Haslemere Lunch Club are offering online ways to connect together and our Falls Prevention Class teacher has recorded her exercises for everyone to share.

If you need digital help to take advantage of this online surge our Computer Drop-in Volunteers are offering a free telephone service arranged at a time and day that is mutually convenient. Whatever your question, we will have a volunteer who can help.

## Information and Advice Service – experts in older people's issues



We have been delivering a free and confidential Information and Advice Service to the community for over 20 years. Although we have been experiencing higher call volumes than usual, we would like to assure you that we continue to be here to support you and have a team of experienced Advisers.

As we are currently working remotely at this time please leave an answerphone message and we will return your call as soon as possible. Remember to leave your name, telephone number, where you live and the nature of your enquiry. You can also email us at [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk). Our telephone line 01483 503414 is manned Monday to Friday, 9.00am - 4.45pm.

The Age UK National Helpline: 0800 678 1602 is available 8am – 7pm, 365 days a year. They can support you on national issues, but will refer to us for local service support.

## Help at Home Service



As a key service, our Help at Home team continues to support existing clients who cannot carry out essential tasks in their homes such as cleaning hygiene areas, changing the bed and shopping.

We are also providing support to new enquirers for shopping using our many Home Helps across the County. Our Home Helps are self-employed and instructed to observe Government guidelines during the Coronavirus.

We are taking requests from people who would like to receive our full service once Government guidelines allow, so please do get in touch if you would like help with cleaning, preparation of light meals, shopping, companionship or gardening. For more information about the service and fees, please do contact us. We look forward to hearing from you.

**Donations to support our services are gratefully received and can be made online or by sending a cheque made payable to **Age UK Surrey** to the address below.**



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To volunteer please email: [volunteer@ageuksurrey.org.uk](mailto:volunteer@ageuksurrey.org.uk)