

## Statement from Age UK York

Age UK York's priorities during the COVID 19 pandemic are to ensure we continue to support older people in the city. We will focus on ensuring older people are safe, have access to necessities and ways to overcome social isolation. We will deliver our services in ways which minimise the risk to the health of service users, staff and volunteers.

No older person in York is alone in facing this situation. You can contact us on 01904 634061. We are refocusing our efforts on essential services such as our shopping service, extending our telephone information line hours and hospital transport provision.

At the moment our urgent need is for donations to support our efforts, due to loss of shop revenue. You can donate to support our COVID19 effort via a link on our website and Facebook page.

We have been overwhelmed by the amazing response from the people of York. Our regular volunteering opportunities are on hold as we are currently focussed on supporting our older clients with existing volunteers and staff. There will be a time when we restart our volunteer recruitment process and volunteers will have the opportunity to apply to us again.

If you would like to volunteer in the short term to support the response to coronavirus in the city, we would ask you to contact the City of York Council, who are now coordinating the response.

You can email [volunteering@york.gov.uk](mailto:volunteering@york.gov.uk) or call the Customer Centre on 01904 551 550 and register your interest with the volunteer scheme.

You may also like to consider supporting a local group. Many are being set up in local communities, through existing community groups, churches or individuals setting up a new system. These are being widely publicised on social media.

If you are involved in setting up a group, the City of York Council may be able to provide advice and support, for example, around safeguarding issues

If you are an existing volunteer for another organisation and your role cannot be undertaken in the current circumstances, there may be a process going forward to coordinate such volunteers to do other roles. Your organisation would contact you in those circumstances.

Our website will be updated regularly with any relevant information. The website also explains how people can support us by making a donation. This will help us to continue to support the older people of York in these challenging times.

Jennifer Allott  
Chief Officer, Age UK York