

# Fort William Area

## Coronavirus Help and Support

The Highland Council has put a range of measures in place to help those affected by the Coronavirus outbreak.

The information below will help you to understand the various kinds of support we can offer.

- **Food Support** – Food can be provided for those in crisis who require emergency access to food. This includes people who have to self-isolate and have no other way of getting food supplies.
- **Prescriptions** – These can be collected for you if no other local option is available.

Both services will be confidential if you request that we do not share your details with third parties.

## Coronavirus Helpline: 0300 303 1362

(operates Monday to Friday from 8am to 5pm and is **FREE** to call)

If your query is related to other urgent Council business, please contact our Service Centre on **01349 886602**. You should also continue to use online forms and resources as much as possible to ensure those most in need of assistance can be supported.

[www.highland.gov.uk/coronavirus](http://www.highland.gov.uk/coronavirus)

# Fort William Area

## Community Support

There are various groups in the Fort William, Caol and Corpach areas who are providing direct support to the community. Details as follows:

### Fort William – “Plugging the Gaps”

- Voluntary Action Lochaber: [www.valochaber.org](http://www.valochaber.org)
- Facebook: [www.facebook.com/voluntaryactionlochaber](https://www.facebook.com/voluntaryactionlochaber)

Dedicated helpline: **01397 719514** (open Monday – Friday 10am – 4pm)  
Supplies emergency community larder packs for those self-isolating, struggling financially, awaiting benefits.

### Caol and Lochside Community Response Group

This group can provide emergency food packs to those who are self isolating or experiencing financial difficulties and community fund payments for those experiencing financial hardship.

Community cupboard is open 11am-4pm Wednesday to Friday.

- Facebook: [www.facebook.com/caolandlochsidecommunityresponse](https://www.facebook.com/caolandlochsidecommunityresponse)

Dedicated helpline: **01397 470796** (open 7 days – 8am – 6pm)

### Kilmallie Community Council

- Website: [www.kilmallie.org.uk](http://www.kilmallie.org.uk)
- Facebook: [www.facebook.com/KilmallieCC](https://www.facebook.com/KilmallieCC)

Dedicated helpline: **01397 470880**

# Fort William Area

## Lochaber Citizens Advice Bureau

Lochaber Citizens Advice Bureau is also able to help with benefit entitlements and claims, employment rights, debt and money and housing issues, and is available by:

- Phone: **01397 705311** (Monday – Friday, on voicemail out of office hours); or
- Email: **adviser@lochabercab.casonline.org.uk**
- Visit: **www.lochabercab.org.uk**

## Mental Health and Well-being

### Ewen's Room

- Daily Freephone Helpline: **0800 689 3317** (Mon - Fri 5pm - 10pm; Sat - Sun 12 noon - 10pm)
- Visit: **www.ewensroom.com**
- Textline: **07537 431637**
- **EwenMe Telephone Befriending** service, phone: **01967 750845**  
Phone EwenMe for more details and to request calls. Staffed by trained volunteers offering telephone befriending, with information and support to promote wellbeing and mental health.

### Lochaber Hope

- **www.lochaberhope.org.uk** Helpline: **01397 704836**
- Facebook: **www.facebook.com/LochaberHopeFortWilliam**  
Offers counselling and mentoring by phone and online. Also hosts a daily virtual chat room on Zoom at 2pm - see Facebook for details.

## Financial Help

The Council's Welfare Team will identify all the benefits that are available for your personal circumstances and will complete applications on your behalf. For example, if you are self-isolating and on a low income, we may be able to help with heating, travel and other costs. Our Welfare Team will also claim on your behalf any benefits you may be entitled to, including reductions that may be available from your Council Tax.

This service is free and confidential. Contact our welfare specialists:

- **FREEPHONE** on **0800 090 1004** (9am – 5pm); or
- Email: **welfare.support@highland.gov.uk**