

Easter Ross 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

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Citizens Advice Bureau

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:

- Alness phone: **01349 883333**
- Dingwall phone: **01349 864850**
- Tain phone: **01349 883333**

Physical wellbeing and concerns around Coronavirus:

www.nhsinform.scot/coronavirus - Latest coronavirus (COVID-19) guidance from NHS Scotland and the Scottish Government, including physical distancing measures and advice for infected households.

www.readyscotland.org/coronavirus - is the official channel of the Scottish Government's Resilience Division. It provides COVID-19 specific advice on finding extra support.

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**