

# What sort of help is there for me?

## Who can help in my local area?



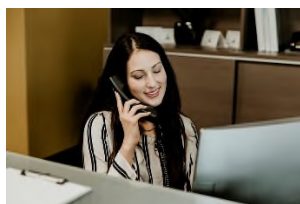
Many areas have groups that help people who have to stay at home. We call those groups buddy schemes. These buddy schemes can help people in a number of different ways, like:

- Shopping
- Bringing cooked food
- Collect medicine and tablets
- Phoning to have a chat.

You can see if there is one in your area by clicking on the picture of someone with shopping to see a map.

If you find it difficult to use the map you can phone Gwynedd Council's Covid Support Team. There is more information about them next.

## Can I get help from the Council?



Gwynedd Council has a Covid Support Team which can help you during the crisis.

People who have received a 'shielding' letter can also get a box of food from the government. The Covid Support Team can help you with that too.

You can call them on 01766 771000 and ask for the Covid Support Team.

You can also e-mail them. The email address is different depending on where you live. Click on the area closest to you:

[Bangor Area](#)

[Caernarfon Area](#)

[Pwllheli and Lleyn Area](#)

[Porthmadog and Eifionydd Area](#)

[South Meirionnydd Area – Dolgellau, Y Bala](#)

## How can I stay safe when getting help?



Remember that you have to be careful and keep yourself safe from Covid.

Here are some things you can do to keep yourself safe while you are getting help.

- People who are deliver your shopping or tablets should leave them on the doorstep and move back to wait for you to answer the door.
- Do not let anyone come into the house if they do not have to.
- If people have to bring shopping into the house because you cannot carry it, you have to be very careful. They must wear gloves. It is important that you keep away from them (social distancing). They should leave straight away.
- Remember to wash hands properly after opening the door or holding shopping.

- Any money should be put in a plastic bag. It should be put through the letterbox or on the step outside.

## Are there shops that can help?



Yes. There are a lot of food shops that deliver food. In order to see a map of the shops click on the picture.

## What are food banks?



A food bank provides people with a box of food in a crisis when they don't have enough money to buy some.

There is a list of when the different food banks are open. Click on the picture and go to Food Banks.

If you are unable to use the list call us at 01766 77100 or help is available from Citizens Advice Bureau (CAB) on 0345 404 0506.

## Pwy sydd yn fy helpu os oes gen i blant?



Hwb Teuluoedd Gwynedd has a lot of information for parents and families. Click on Hwb Teuluoedd Gwynedd on the box:

[Hwb Teuluoedd](#)

If you are a key worker finding it difficult to find child care phone or sent an e-mail to:

- 07976 623816
- [covid19childcare@gwynedd.llyw.cymru](mailto:covid19childcare@gwynedd.llyw.cymru)

For help with teaching children at home please click on the picture of children.

The Council has written to you if your child has free school lunches to tell you what help is available.

Midwives are still in working. Their telephone number is:

- Bangor 01248 363 097
- Caernarfon - 01286 684 105
- Dwyfor - 01745 704 329
- Meirionydd - 01341 424 853

Health Visitors are also available to help you if you have young children:

- Arfon – 03000 851 609 / 851 610
- Meirionnydd – 03000 853 489
- Dwyfor – 01758 701 152
- 

If your child is a **young carer** help is available from Action for Children on:

01248 364614

[maria.bulkeley@actionforchildren.org.uk](mailto:maria.bulkeley@actionforchildren.org.uk)

A **young carer** is a child or young person under 18 years old who helps look after a family member who is disabled or ill.

## What help is available for adults and carers?



Our social care teams are available to give advice and help over the phone during the crisis.

If you are an adult or carer who needs help, you can phone or email your local team. Click on the picture and select Contact Us.

There is extra help to get if you are looking after a family member who is disabled or ill. For more information click on the word Carers in the box and select Help for Adults.

[Carers](#)

## What about help with housing?



If a Housing Society is your landlord you can see what help they can give you on their website:

**Adra:** [adra.co.uk](http://adra.co.uk)

**Cynefin:** [grwpcynefin.org](http://grwpcynefin.org)

**North Wales Housing:** [nwha.org.uk](http://nwha.org.uk)

If you are homeless or are worried about becoming homeless click on the picture.

You can also get help from Shelter Cymru:

<https://sheltercymru.org.uk/cy/get-advice/coronavirus/>

08000 495 495



## What if I am a member of the Roma a traveller community?



You can get help form Travelling Ahead

**0808 802 0025**

[www.travellingahead.org.uk/rights-advice/wales-advice-advocacy-service](http://www.travellingahead.org.uk/rights-advice/wales-advice-advocacy-service)

## What if I am worried about paying household bills?



You can speak to the Citizens Advice Bureau (CAB) if you have money worries on 0808 223 1133

You may have an Energy Warden in your area who will be able to help you too. Call them on 0300 111 2122.

If you are worried about paying your water bill you should contact them. Click on their logo on the left.

## Who else can help?



There are a lot of organisations that can help you during this time. Click on the picture to find out about them.