

## SEE BELOW FOR ANY IMMEDIATE CONCERNS ABOUT CORONAVIRUS

1. Visit NHS choices to check your symptoms  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>
2. Still concerned? Use NHS 111 online or Call 111  
<https://111.nhs.uk/service/COVID-19/>
3. How do I go about my daily life? See UK Government response and guidance here  
<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>
4. *If you need immediate, emergency support ring the emergency services on 999.*

## HELPLINES AND ADVICE BY CATEGORY

For further advice on where to get help, CALL Greenway Centre on 0117 950 3335

Mental health support, for everyone:	Contact	Opening times	Website:
Samaritans - emotional support.	116 123 (freephone) 07725 909090 (text)	24/7	<a href="http://www.samaritans.org">www.samaritans.org</a>
National Crisis Text Line (speak to a volunteer by text)	Text SHOUT to 85258	24/7	<a href="http://www.crisistext-line.uk/how-it-works">www.crisistext-line.uk/how-it-works</a>
No Panic Helpline (If you are experiencing anxiety)	0844 967 4848	10am-10pm daily.	<a href="http://www.nopanic.org.uk">www.nopanic.org.uk</a>
Bristol MindLine - emotional support	0808 808 0330	Weds - Sun 8 pm - midnight	<a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a>
SANE Line - emotional support and information	0300 304 7000	daily 4.30 pm - 10.30	<a href="http://www.saneline.org.uk">www.saneline.org.uk</a>
National MIND info line (Advice, not emotional support)	0300 123 3393	Daily, 9am-6pm	<a href="http://www.mind.org.uk/information-support/helplines/">www.mind.org.uk/information-support/helplines/</a>

Bristol Mental Health Crisis Line - Support for mental health crisis	0300 555 0334.	24/7	If you or someone you know is experiencing a mental health
NHS emotional and practical support line	0800 0126549	24/7	
AWP COVID helpline	0300 303 1320	24/7	
<b>Support for 55+:</b>			
The Silverline - emotional support and advice	0800 4 70 80 90.	24/7	<a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>
Independent Age *ADVICE, not emotional support	0800 319 6789 / <a href="mailto:advice@independentage.org">advice@independentage.org</a>	Mon-Fri, 8.30-6.30pm Sat - 9am-1pm	<a href="http://www.independentage.org/get-support/call-helpline">www.independentage.org/get-support/call-helpline</a>
Age UK *ADVICE, not emotional support	0800 678 1602	Daily, 8pm-7pm.	<a href="http://www.ageuk.org.uk/services/age-uk-advice-line/">www.ageuk.org.uk/services/age-uk-advice-line/</a>
<b>For women:</b>			
Womankind (mental health support)	0345 458 2914 / 0117 916 6461  Webchat available	Mon + tues 10am-12noon / 1pm-3pm / 8pm-10pm, Wed 10am-12noon / 1pm-3pm, Thu + Fri - 10am-12noon	<a href="https://www.womankindbristol.org.uk/">https://www.womankindbristol.org.uk/</a> Webchat hours: Mon + Tues - 1pm-3pm / 8pm-10pm - Thu & Fri 10am-12noon
Self Injury Helpline (also for friends and family of those who self-harm)	Call - 0808 800 8088 Text - 07537 432444	Tues-Thurs 7pm-9.30pm.	<a href="https://www.selfinjurysupport.org.uk">https://www.selfinjurysupport.org.uk</a>
<b>For men:</b>			
Campaign against Living Miserably - emotional support	0800 58 58 58 or webchat	Daily 5pm-midnight	<a href="http://www.thecalmzone.net">www.thecalmzone.net</a>
We Talk Club – talking and listening group for men		Various groups – see website	<a href="https://www.wetalkclub.com/">https://www.wetalkclub.com/</a>

<b>LGBTQI+</b>			
Switchboard, LGBTQI+ helpline	0300 330 0630	daily 10am-10pm	<a href="https://switchboard.lgbt/help/">https://switchboard.lgbt/help/</a>
<b>Young people:</b>			
Papyrus - for under 35's experiencing suicidal thoughts	Helpline: 0800 068 4141 Text: 07786209697 Email: <a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a>	10am-10pm on weekdays and 2pm-10pm on weekends	<a href="https://papyrus-uk.org/">https://papyrus-uk.org/</a>
Young minds: Crisis text support for under 25's.	Text YM to 85258	24/7	<a href="http://www.youngminds.org.uk/contact-us/">www.youngminds.org.uk/contact-us/</a>
Parent helpline	0808 802 5544	Mon-Fri 9.30-4pm	<a href="http://www.youngminds.org.uk/find-help/for-parents/parents-helpline/">www.youngminds.org.uk/find-help/for-parents/parents-helpline/</a>
The Mix Helpline - emotional support	0808 808 4994 and webchat	Daily, 4pm-11pm	<a href="http://www.themix.org.uk/get-support">www.themix.org.uk/get-support</a>
NHS young people AWP helpline	0300 303 1320	24/7	
Off the Record (OTR) ages 11-25 ADVICE ONLY	0808 808 9120	Mon-Fri 2-5pm	<a href="https://www.otrbristol.org.uk/">https://www.otrbristol.org.uk/</a>
<b>Domestic Abuse:</b>			
Domestic Violence Freephone, for women:	0808 2000 247	24/7, daily	<a href="http://www.refuge.org.uk/get-help-now/phone-the-helpline/">www.refuge.org.uk/get-help-now/phone-the-helpline/</a>
Respect, Men's advice line:	0808 8010327	Mon + Weds - 9am - 8pm Tues, Thurs + Fri - 9am-5pm	<a href="http://www.mensadvice-line.org.uk/">www.mensadvice-line.org.uk/</a>
Next Link Bristol	0117 925 0680	8:30am – 5:30pm Monday to Friday and 9:30am – 1:00pm on Saturday	<a href="http://www.nextlinkhousing.co.uk/">www.nextlinkhousing.co.uk/</a>

<p><b>Victim Support Avon and Somerset:</b></p> <p><b>National Helpline:</b></p>	<ul style="list-style-type: none"> <li>• 0300 3031972 or 07432 504692</li> <li>• 0808 1689111 24/7</li> </ul>	<ul style="list-style-type: none"> <li>• Mon, Wed and Fri 09.30-17.30 and Tues and Thurs 11.00am-19.00</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 live web chat <a href="https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat">https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat</a></li> </ul>
<p><b>GALOP – for LGBTQ+</b></p>	<p>0800 999 5428</p>	<p>Monday to Friday 10:00am - 5:00pm</p> <p>Wednesday to Thursday 10:00am - 8:00pm</p>	<p><a href="https://www.galop.org.uk/galop-to-run-national-lgbt-domestic-violence-helpline/">https://www.galop.org.uk/galop-to-run-national-lgbt-domestic-violence-helpline/</a></p>
<p><b>Housing, food, benefits:</b></p> <p><b>North Bristol Foodbank</b></p>	<p>0117 9791399 <a href="mailto:info@north-bristol.food-bank.org.uk">info@north-bristol.food-bank.org.uk</a></p>	<p>Details given with voucher. You can speak to them about where to get a voucher.</p>	<p><a href="https://north-bristol.food-bank.org.uk/contact-us/">https://north-bristol.food-bank.org.uk/contact-us/</a></p>
<p><b>North West Bristol Foodbank</b></p>	<p>0117 923 4353 <a href="mailto:office@bristolnwfood-bank.org.uk">office@bristolnwfood-bank.org.uk</a></p>	<p>Some outlets closed. See website.</p>	<p><a href="https://www.bristolnorthwestfoodbank.org.uk/">https://www.bristolnorthwestfoodbank.org.uk/</a></p>
<p><b>Independent businesses that are delivering</b></p> <p><b>Bristol pre-prepared food referral (national food service)</b></p>	<p>If you are struggling to find supermarket delivery slots, try contacting businesses locally, see map:</p> <p>0117 325 0450-10-6pm Mon-Fri, leave a message <a href="mailto:bristol@nationalfood-service.uk">bristol@nationalfood-service.uk</a></p>	<p>Nutritious cooked meals delivered frozen for free anywhere in Bristol</p>	<p><a href="https://www.google.com/maps/d/u/0/viewer?fbclid=IwAR3PqHT8Cg2JFBK0LO4bHYZQOb3rYvWBOAfKX7TJEC48ZZrtxB_Kh4Am-VE&amp;mid=1qJCe4-Ywiin1ezDrICA8x3YOzcHis-PHS&amp;ll=51.47427456553795%2C-2.5808710897538276&amp;z=14">https://www.google.com/maps/d/u/0/viewer?fbclid=IwAR3PqHT8Cg2JFBK0LO4bHYZQOb3rYvWBOAfKX7TJEC48ZZrtxB_Kh4Am-VE&amp;mid=1qJCe4-Ywiin1ezDrICA8x3YOzcHis-PHS&amp;ll=51.47427456553795%2C-2.5808710897538276&amp;z=14</a></p> <p><a href="https://www.nationalfoodservice.uk/bristol-cooked-food-provision">https://www.nationalfoodservice.uk/bristol-cooked-food-provision</a></p>
<p><b>Shelter line</b></p>	<p>0808 800 4444</p>	<p>8am-8pm weekdays 9am-5pm weekends</p>	<p><a href="https://england.shelter.org.uk/get_help">https://england.shelter.org.uk/get_help</a></p>

<b>Citizen Advice National Info Line</b>	<b>03444 111 444</b>	<b>9am-5pm Mon-Fri</b>	<a href="http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/">www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/</a>
<b>Bristol City Council Homelessness Prevention Team</b>	<b>0117 352 6800 01454 615 165 (emergency out of hours team)</b>	<b>10am-5pm Mon-Fri</b>	<a href="https://www.bristol.gov.uk/housing/homeless-or-at-risk-of-being-homeless">https://www.bristol.gov.uk/housing/homeless-or-at-risk-of-being-homeless</a>
<b>StepChange (money and debt advice)</b>	0800 138 1111  <b>There's also a webchat</b>	<b>Mon – fri 8am-8pm Sat 8am – 4pm</b>	<a href="https://www.stepchange.org/">https://www.stepchange.org/</a>
<b>Talking Money</b>	<b>0117 954 3990</b>  0800 121 4511		<a href="https://www.talking-money.org.uk/">https://www.talking-money.org.uk/</a>
<b>WHAM – advice around money and home energy</b>	0117 934 1400		<a href="https://www.cse.org.uk/projects/view/1337">HTTPS://WWW.CSE.ORG.UK/PROJECTS/VIEW/1337</a>
<b>Bereavement</b>			
<b>Cruse Bereavement</b>	0808 808 1677 Or webchat (see website)	Monday - Friday 9.30am - 5pm Tuesday, Wednesday & Thursday 9.30am - 8pm Weekends 10am - 2pm	<a href="https://www.cruse.org.uk/coronavirus/grieving-and-isolation">https://www.cruse.org.uk/coronavirus/grieving-and-isolation</a>
<b>Marie Curie</b>  <b>They also have:</b> The Marie Curie Bereavement Service* is for people who might want to have <b>ongoing support, from the same person, over the phone</b> . You can access up to six telephone sessions of 45 minutes.	<b>0800 090 2309</b>	Monday 8am-6pm Saturdays	<a href="https://www.mariecurie.org.uk/help/support/coronavirus/grief-coronavirus">https://www.mariecurie.org.uk/help/support/coronavirus/grief-coronavirus</a>
<b>Winston's wish – for children</b>	08088 020 021	Monday – Friday 9am-5pm	<a href="https://www.winstonswish.org/coronavirus/">https://www.winstonswish.org/coronavirus/</a>

Compassionate Friends – supporting bereaved parents and their families	<b>0345 123 2304</b>		<a href="https://www.tcf.org.uk/">https://www.tcf.org.uk/</a>
SOBS – survivors of bereavement by suicide	<b>0300 111 5065</b>	Everyday 9am-9pm	<a href="https://uksobs.org/">https://uksobs.org/</a>
<b>Drugs and alcohol</b>			
Bristol Drugs Project - advice and information line  BDP Shared Care Team (prescription questions)	<b>0117 987 6000</b>  <b>0117 987 6017</b>	<b>Monday - Friday, 9 am - 8 pm. Saturday 10 am - 5 pm.</b>	<a href="http://www.bdp.org.uk/support">www.bdp.org.uk/support</a>
<b>Community Groups &amp; Mental Health Support</b>			
Ambition Lawrence	<b>0117 9235112</b>	<b>Closed for groups answering phone calls on suggested number</b>	<a href="https://www.ambitionlw.org/">https://www.ambitionlw.org/</a>
Lockleaze Neighbourhood Trust	<b>01179141129</b> <b>info@lockleazent.co.uk</b>	<b>Centre closed but use contacts for connecting and updates.</b>	<a href="https://www.lockleaze-hub.org.uk/ourresponsetocovid-19">https://www.lockleaze-hub.org.uk/ourresponsetocovid-19</a>
Cotswold Community Centre (Shirehampton)	<b>cots-woldca@gmail.com</b>	<b>Centre closed but if you need to connect with local community and get updates, email the suggested address.</b>	<a href="http://www.cotswold-community.btck.co.uk/">http://www.cotswold-community.btck.co.uk/</a>
BS10 Community Group		<b>Facebook group in response to COVID 19 “Stay Connected”</b>	<a href="https://www.facebook.com/groups/2586699761568664/">https://www.facebook.com/groups/2586699761568664/</a>
BS11 Community Group		<b>Facebook group in response to COVID 19 “Stay Connected”</b>	<a href="https://www.facebook.com/groups/571070506832488/">https://www.facebook.com/groups/571070506832488/</a>
<b>How to volunteer</b>			

Can Do Bristol	N/A	Find your neighbourhood and get involved in community action	<a href="http://www.cando-bristol.co.uk">www.cando-bristol.co.uk</a>
Acorn the Union	N/A	Use volunteer sign up online to volunteer locally	<a href="https://acorntheunion.org.uk/corona/?fbclid=IwAR1EP3DTT2XqAuIQ2XBgQuncwQckmLwom-aDhoo2q58mU5Zx3z7LLyzOz94">https://acorntheunion.org.uk/corona/?fbclid=IwAR1EP3DTT2XqAuIQ2XBgQuncwQckmLwom-aDhoo2q58mU5Zx3z7LLyzOz94</a>
NHS Volunteers			<a href="https://www.good-samapp.org/NHS">https://www.good-samapp.org/NHS</a>
The Community Hub Bristol & S. Glos	Volunteer register form.		<a href="https://thecommunityhub-basg.co.uk/offer-help/">https://thecommunityhub-basg.co.uk/offer-help/</a>
How to get a volunteer	For support to find someone that can help to collect food / prescriptions etc.		
Acorn the Union		Use online form on link to get local help	<a href="https://docs.google.com/forms/d/e/1FAIpQLSf_1tEY-KhzzdLPR6AjAaoWal8fgMin9IIAnIRtRWSrp5izLYg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSf_1tEY-KhzzdLPR6AjAaoWal8fgMin9IIAnIRtRWSrp5izLYg/viewform</a>
Covid Mutual Aid Groups	Full list of UK volunteer facebook groups by post-code/place supporting most vulnerable		<a href="https://covidmutualaid.cc/">https://covidmutualaid.cc/</a>  <a href="https://secretldn.com/uk-community-aid-groups-by-area/">https://secretldn.com/uk-community-aid-groups-by-area/</a>
Bristol City Council Corona Virus Hotline (help for most vulnerable)	0800 694 0184	8.30am - 5 pm Monday.	<a href="https://news.bristol.gov.uk/news/we-are-bristol-corona-virus-hotline-goes-live">https://news.bristol.gov.uk/news/we-are-bristol-corona-virus-hotline-goes-live</a>
Good Sam - NHS volunteer request form	For professionals to refer into. Aimed at supporting the 1.5m most vulnerable.		<a href="https://www.good-samapp.org/NHSreferral">https://www.good-samapp.org/NHSreferral</a>
The Community Hub Bristol & S. Glos	Volunteer support responding to covid-19	Facebook page: <a href="https://www.facebook.com/groups/COVID19SGlos">https://www.facebook.com/groups/COVID19SGlos</a>	<a href="https://thecommunityhub-basg.co.uk/request-help/">https://thecommunityhub-basg.co.uk/request-help/</a>

<b>Covid specific support:</b>			
<b>Asthma UK</b>	<b>0300 222 5800</b>	<b>Mon – Fri 9am – 5pm</b>	<a href="https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/">https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/</a>
<b>Macmillan Cancer support</b>	<b>0808 808 00 00</b>	<b>Mon – Fri 9am – 5pm</b>	<a href="https://www.macmillan.org.uk/cancer-information-and-support/get-help/physical-help/cancer-and-coronavirus">https://www.macmillan.org.uk/cancer-information-and-support/get-help/physical-help/cancer-and-coronavirus</a>
<b>Pregnancy</b>	<b>N/A</b>	<b>Royal College of Obstetricians and Gynaecologists</b>	<a href="https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/">https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/</a>
<b>Age UK (Older people)</b>	<b>0800 678 1602</b>	<b>We're open 8am to 7pm, every day of the year.</b>	<a href="https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus/">https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus/</a>
<b>Healthwatch</b>	<b>Bristol 07944369180 North Som 01755851400 South Glos 07944373235</b>	<b>Help finding info, directing to support or a chat during Covid-19 Monday – Friday 9am – 5pm</b>	<a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a>
<b>Register as extremely vulnerable for support with essentials</b>	<b>Gov website and scheme.</b>		<a href="https://www.gov.uk/coronavirus-extremely-vulnerable">https://www.gov.uk/coronavirus-extremely-vulnerable</a>
<b>If you need a self-isolation note:</b>	<b>Your GP cannot help with this - register online.</b>		<a href="https://111.nhs.uk/isolation-note/">https://111.nhs.uk/isolation-note/</a>
<b>Social distancing/ social isolation / shielding explained:</b>	Document produced by GP's collating information with link to government website pages.		<a href="https://elearning.rcgp.org.uk/plugin-file.php/149139/mod_resource/content/1/FINAL%20-%20Guidance%20on%20Self%20Isolation%20and%20Social%20Distancing%20for%20COVID%2019.pdf">https://elearning.rcgp.org.uk/plugin-file.php/149139/mod_resource/content/1/FINAL%20-%20Guidance%20on%20Self%20Isolation%20and%20Social%20Distancing%20for%20COVID%2019.pdf</a>