

RYEDALE  
DISTRICT  
COUNCIL



# COVID-19

## Information for residents



**YOUR COUNCIL IS HERE TO HELP**

**General enquiries**

01653 600 666

[enquiries@ryedale.gov.uk](mailto:enquiries@ryedale.gov.uk)

**Housing:**

01653 600 666 ext 43625

[housing@ryedale.gov.uk](mailto:housing@ryedale.gov.uk)

**Benefits:**

01653 600 666 ext 43600

[benefits@ryedale.gov.uk](mailto:benefits@ryedale.gov.uk)

**Business support:**

[business@ryedale.gov.uk](mailto:business@ryedale.gov.uk)

**GET SERVICES ONLINE AT [WWW.RYEDALE.GOV.UK](http://WWW.RYEDALE.GOV.UK)**

# Where to get help

If you are self-isolating because of COVID-19 (coronavirus), here is where to go for help.

1

## Family neighbours and friends

Ask family, neighbours and friends **first** for help with things like groceries, collecting medication or delivering a hot meal.

2

## Local community organisations

Make contact with church organisations, clubs and voluntary sector organisations that you know and trust.

3

## Contact centre

If you have no immediate network of support - don't worry. Call the contact centre on the number below. They will put you in touch with your local Community Support Organisation, who can help.

01609 780 780

# Volunteering

Many people will need the help of volunteers during this difficult time. You should only volunteer to carry out tasks that involve leaving your home if you meet ALL of the following conditions:

- you and everyone in your household are well
- you are under 70
- you are not pregnant
- you do not have any health conditions that make you vulnerable to coronavirus

If you are interested in volunteering to help:

- Talk to family, neighbours and friends who might need help first
- Contact local groups that you know and trust (a number of Ryedale's Councillors have mobilized local groups that you could join)
- Call 01609 780 780 to be put in touch with your local Community Support Organisation, who can process your offer of help
- Join the NHS Volunteer Responders at: [goodsamapp.org/NHS](https://goodsamapp.org/NHS)
- If you are a business in Ryedale, let us know what help you could provide at: [www.ryedale.gov.uk/business-volunteer](http://www.ryedale.gov.uk/business-volunteer)

# Taking care with people coming to your home

Most people are honest and fair dealing, and genuinely only want to help. But it is worth taking a bit of extra care when dealing with people visiting your home who you don't know. Here are some common-sense things you should do:

- If someone says they are from a charity, or support organisation, ask for ID
- Take a moment to think before parting with any money or personal information
- Do not give strangers bank cards or PIN numbers
- Be aware of people offering or selling virus testing kits (these are only available from the NHS), vaccines or cures, overpriced or fake goods to protect yourself from coronavirus, paid-for shopping or medicine collection, home cleaning

Trust your instincts. If something doesn't feel right, it probably isn't. If you have any concerns about someone calling at your home, call the police on:

101 (or 999 if you feel threatened or in immediate danger)