

**WE ALL  
MUST DO IT  
TO GET  
THROUGH IT**



**STAY SAFE**



**SAVE LIVES**



Department for

**Communities**

[www.communities-ni.gov.uk](http://www.communities-ni.gov.uk)

## Important Information

### Changes to how we will help you access food during COVID-19 from 26 June

The Department for Communities, your local council and local voluntary and community organisations have been supporting communities during the COVID-19 pandemic by delivering boxes of essential food as part of an emergency programme.

You have received this food box because you (or someone who looks out for you) have told us that you have been asked to shield by your GP and stay at home; and that you currently have no available help or alternative way to get food. You may also have received the box as you were experiencing financial stress and are worried about how you will get food.

### Changes to food box deliveries

As part of the transition from an emergency response, we will now focus on providing essential food boxes to households who are still shielding, who are unable to get out to buy food or get food in.

For those not shielding we will no longer be providing food boxes so have provided detail on a range of additional ways in which you can get help to access food.

This change will happen from 26 June 2020.

## What you need to do before 26 June 2020



**If you are shielding** and have previously registered your need for a food box through the Community Helpline who directed you to your local Health Trust, you will automatically continue to receive this until 31 July 2020.

If you have not previously registered through the Community Helpline please contact the helpline now to register, using the number below. This will enable you to talk to your local Trust and facilitate continued delivery of a food box until 31 July if this best suits your needs.



**If you are not shielding** but still need help to access food from 26 June we will no longer be delivering food boxes to you but will match you with the right local help that best meets your needs going forward.



Contact the Community Helpline on **0808 802 0020**, text **ACTION** to **81025**, or email **covid19@adviceni.net** or visit **www.adviceni.net/coronavirus**.

Thank you for staying home, staying safe, and helping to protect the NHS.

## For Information: Other ways to access food

### Priority online supermarket deliveries for those shielding:



- If you have a letter from your GP, you can request supermarket online deliveries from Tesco, Sainsbury's, Asda, or Iceland.



- Go to [www.nidirect.gov.uk/articles/coronavirus-covid-19-advice-vulnerable-people#toc-1](http://www.nidirect.gov.uk/articles/coronavirus-covid-19-advice-vulnerable-people#toc-1) for advice or to register your interest.

## Options open to anyone



### 1. Spar/Eurospar/Vivo Home delivery

- Phone your local Spar, Eurospar or Vivo and ask for their delivery service.
- The store staff will do your shop with you over the phone.
- Many let you pay by card over the phone for your shopping and for the cost of a taxi to deliver it to your home. Some may do this free of charge.
- Your items will be delivered to you by taxi as soon as possible.



### 2. Other independent retailers

- [whoisdeliveringni](https://www.facebook.com/groups/WholsDeliveringNI) is a Facebook group (run by members of the community) which allows users to share information on businesses in Northern Ireland delivering fresh food, groceries and pre-made meals - [www.facebook.com/groups/WholsDeliveringNI](https://www.facebook.com/groups/WholsDeliveringNI). This is an unofficial community group so content accuracy and reliability cannot always be guaranteed.



### 3. Foodbanks and other community support:

- Please visit [www.consumercouncil.org.uk/coronavirus/vulnerable](http://www.consumercouncil.org.uk/coronavirus/vulnerable) or [www.communityni.org/help](http://www.communityni.org/help) to search for foodbanks and other food support near you.



### 4. Volunteer Support to assist with food and medicines

- You can call the COVID-19 Community Helpline to get connected with local volunteers and community organisations who can help you.

## OTHER HELP



It is important to take care of your mental and emotional wellbeing during this time. The Minding Your Head website contains information to help you look after your own mental health and to support others. For further information visit [www.mindingyourhead.info/](http://www.mindingyourhead.info/)



If you are concerned about your mental health and would like to speak to someone, you can talk to your GP, or if you are in distress or despair, you can call Lifeline on **0808 808 8000** where you can speak to a trained counsellor. This service is available 24/7 and is free from all NI landlines and mobiles.



If you are having financial difficulties or you are just not sure what benefits you might be entitled to, please contact our Make the Call Team. Our friendly staff will carry out a quick and easy check to ensure you and the people in your household are getting all of the benefits, supports and services you may be entitled to. We can also help you complete application forms. You can call us on **0800 232 1271**, or text **ADVICE** to **67300** or email us [makethecall@dfcni.gov.uk](mailto:makethecall@dfcni.gov.uk).