

CORONAVIRUS (COVID-19)

WE ARE IN THIS TOGETHER

Dear Resident,

We understand these are challenging times and want to make sure you know **how to access the most relevant support**, should you need it.

We know people have friends, family and community support already in place, but for some people this is not possible.

The information in this leaflet is **for those people who really need it**, please bear that in mind when accessing these services.

There is help and support available where it is needed.

Not all community support can be listed here, but please ask and someone can point you in the right direction.

Very best wishes and stay safe,

Cllr Trevor Bartlett,
Leader, Dover District Council

STAY AT HOME

PROTECT THE NHS

SAVE LIVES



KEY CONTACTS



KENT TOGETHER

Kent County Council 24-hour helpline. First port of call for vulnerable people who have an urgent need that cannot be met through existing support networks.

You can also report concerns about the welfare of someone else.

03000 41 92 92
www.kent.gov.uk/kenttogether

SUPPORT FOR OLDER PEOPLE

KENT COUNTY COUNCIL ADULT SOCIAL CARE CONTACT CENTRE

03000 416 161 – weekdays
03000 419 191 – out of hours
03000 419 292
www.kent.gov.uk/kenttogether

CONNECT WELL EAST KENT

0300 302 0178

AGE UK

0800 169 6565

DOVER AGE CONCERN RIVERSIDE

(over 55's)
01304 207268
admin@riversidedover.org.uk

DEAL AGE CONCERN

(over 55's)
01304 372 608
admin@deal-cr.org.uk

SANDWICH AGE CONCERN (over 55's)

01304 614237
(choose 'management' option)
jane.goring@ageconcernsandwich.com

SILVERLINE TELEPHONE BEFRIENDING SERVICE

Helpline and friendship service for people aged 55 and over
24-hour befriending service
0800 470 80 90

BRIGHT SHADOW

Support for people with dementia and their families
01227 467 272
zest@brightshadow.org.uk

LIBRARIES ONLINE SERVICE

03000 41 64 38
email: akl@kent.gov.uk
24/7 chat at:
www.kent.gov.uk/askakentlibrarian

Government website for vulnerable people:
www.gov.uk/coronavirus-extremely-vulnerable

MENTAL HEALTH CONTACTS



SPEAK UP

admin@speakupcic.co.uk
01843 448384

EAST KENT MIND

Mental health support
www.mind.org.uk/information-support/coronavirus-and-your-wellbeing
info@eastkentmind.org.uk
07950 608827

SOUTH KENT MIND

info@southkentmind.org.uk
www.mind.org.uk/information-support/coronavirus-and-your-wellbeing
01303 250090

CAMERADOS

Tackling loneliness and supporting mental health.
www.camerados.org/when-hugs-are-banned

LIVE WELL KENT

If you need support, or need to refer someone, you can call the referral line or email. Free service for anyone aged over 17-years
0800 567 7699
info@livewellkent.org.uk
www.livewellkent.org.uk

SAFE AND WELL INVOLVE KENT (DOVER)

Telephone befriending service
03000 810005
office@involvekent.org.uk
www.involvekent.org.uk

MENTAL HEALTH MATTERS 24/7

0800 107 0160

SAMARITANS 24/7

116 123

CALM

Suicide Support Helpline
5pm - midnight 365 days a year
0800 585858
www.thecalmzone.net

FOOD BANKS

DOVER FOOD BANK


07870 361 180
info@dover.foodbank.org.uk

DEAL FOOD BANK

Deal, Aylesham, Elvington & Sandwich
01304 728428
info@dealarea.foodbank.org.uk

There are emergency vouchers for "home essentials in a crisis" for families (with children) facing financial problems. You will have to complete an online application
www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis

The Government has offered a weekly food parcel service for shielded people, if they do not have the social support to get their essential supplies with help from neighbours and family.
Register here: www.gov.uk/coronavirus-extremely-vulnerable



Are you vulnerable and
been told to stay indoors
for 12 weeks?

Are you without friends, family,
neighbours or a community group
to help with basic needs?

We've set up a hotline
for the most vulnerable

Call: 01304 821199
9am-5pm 7 DAYS A WEEK

Email: Covid19@dover.gov.uk



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