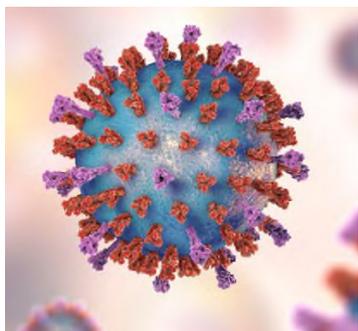


# How can I get help during this time?

## What is on this page?



Gwynedd Council had made this page to help you during the lockdown because of coronavirus (COVID-19).

## How can I look after myself?



It is important that everyone follows the rules to keep themselves and everyone else safe from the coronavirus (COVID-19).

It is very important that you wash your hands properly and keep far enough away from other people.

If you want more information click on the picture of someone washing their hands.

It is also very important to look after your mental health

**Mental health** is how you feel.

It is some things that will help you –



- Speaking to family and friends (by phone or computer)



- Being active – doing something like dancing, going for a walk, running or something else you enjoy.



- Learning how to do something new like painting, knitting, playing a game or anything else you can do at home.



- Helping other people and being kind to others.



- Take time to think of yourself



If you want to see some of the organisations that are there to help you can click on the ' Looking after myself ' book on the left.

## **Who can help me in the area where I live?**



There is a lot of people in every part of Gwynedd who are ready to help other people. You can find a list of people who can help in your area by clicking on the picture and go to the ' who can help me in my Community ' section. There are lists of people who can help in your area.

If you find it difficult to use the lists please phone 01766 771000 and ask for the Covid19 Team.

## What about Scams?

**Scams** are when a person tries to take you money by pretending to help you or offering you something.



Unfortunately, some people are using this difficult time to scam people.

Do not open a text or an email about the virus from someone you do not know. Do not click on any links either.

Only people you know well do what you do to help you with things like shopping or fetching your medicine

If it's not possible to get someone you know well to help you should contact the people who are on the council's list. To see the list click on the picture of a box of shopping on page 3 and go to ' Who else can help me in my community '.

Do not give anyone your bank numbers or PIN number if you haven't known them for a long time.

You need to be careful if you have to have someone to help you in the house. Only people you expect and trust should come into your house.

If you are worried that you have been or are being **scammed** call the Trading Standards team on 01766 771000. Or you can email on:

[Safmas@gwynedd.llyw.cymru](mailto:Safmas@gwynedd.llyw.cymru)

## **What if I want to help by working or **volunteering**?**

**Volunteering** is working without getting paid



If you feel you would like to work or **volunteer** to help during the coronavirus (COVID-19) emergency phone 01766 771000. Or you can find out more by clicking on the picture.

## What about **Food banks**?

**Food banks** are a place that people who do not have enough money to buy food to get food.



There are food banks open across the county. You have to get a voucher. Call us at 01766 77100 or you can get help from Citizens Advice Bureau (CAB) at 0345 404 0506.

For a list of when the different food banks are open click on the picture and go to ' food banks '.

## Is there help for **unpaid carers**?

**Unpaid carers** family members of friends who help, or look after, a disabled person or someone who is ill.



You can see a list of the organisations that support carers by clicking on the picture and going to 'Unpaid carers'.

## Who can help families?



Schools are now only looking after the children of [key workers](#) if they cannot make other arrangements.

[Key workers](#) are people like nurses, teachers, people who work in food shops and bin men and women who are working during the lockdown.

Some children who need extra help can go to school as well.

To know more click on the picture.

You can phone us on 07976 623816.

Or e-mail on [covid19childcare@gwynedd.llyw.cymru](mailto:covid19childcare@gwynedd.llyw.cymru)

## What about domestic violence?



Domestic violence means a number of different things.

It can be someone you know hurting you or bullying you or taking your money.

Or it can be someone you know touching you in a way you don't want them to do.

It can also be someone you know stopping you from going out or meeting your friends.

Things like this can happen whatever your age, gender or if you are disabled or not.

If you feel this is happening to you call 0808 80 10 800 for help.

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



If you are a member of the Gypsy, Roma or traveller community you can get help by phoning 0808 802 0025

## Is there help for homeless people?



If you think you are in danger of losing your home soon you can get help from -

- Phone: 01286 685100
- Email: [opsynautai@gwynedd.llyw.cymru](mailto:opsynautai@gwynedd.llyw.cymru)

If you are homeless now you can get help from -

- Phone: 01766 771000
- Email: [tai@gwynedd.llyw.cymru](mailto:tai@gwynedd.llyw.cymru)

## What if I cannot pay my water bill?



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

## What if I want to know about something else?



If you want to know about anything else the Council is doing you can look at the rest of the website.

Or you can call us at 01766 771000

If you want to know about anything that is not the council's job there is a list of other organisations on our website. Click on the question mark and go to ' helplines '.