



**Update Statement on  
Coronavirus and our  
Services  
19<sup>th</sup> March 2020**

As a local charity which exists to support older people, many of whom are in the 'at risk' groups from the Covid-19 coronavirus, our priority is to safeguard the health and wellbeing of older people in our local community and that of our staff and volunteers. As such, in line with official guidance, we are now moving to the next stage of our response plan.

After Friday 20<sup>th</sup> March we will no longer be offering our usual face to face service offer in order to limit non-essential contact, following the latest guidance. This will also enable us to prioritise our resources on continuing to provide as much support as possible for those who continue to need our help – albeit it by telephone or digital means (where appropriate). Initially this will include:

- Our switchboard will continue to operate on its usual number 01254 266620 for our usual hours of Monday to Friday 9am – 5pm.
- Our Advice & Information Service will continue to be available by telephone and via email and can support on the wide range of issues concerning older people
- Our telephone befriending service will continue and be extended
- We will be offering Wellbeing Calls to provide ongoing emotional support and help with practical advice, along with a Wellbeing Pack with resources for supporting people to remain as healthy as possible during this period
- Online resources and information will be produced and shared regularly

We are also working closely with local partners in the Local Authority and voluntary sector to continually assess needs that are emerging and will be updating and developing our offer in response to this in the coming days and weeks.

We are all in unprecedented and uncertain times, but as an organisation we remain determined to do what we do best – support local older people in their time of need. We will also be looking forward to and planning for a return to our normal service provision when it is safe to do so.

If anyone requires assistance we can be contacted on 01254 266620, via [enquiries@ageukbwd.org.uk](mailto:enquiries@ageukbwd.org.uk), visit [www.ageukbwd.org.uk](http://www.ageukbwd.org.uk) or message us via our social media [www.facebook.com/ageukbwd](https://www.facebook.com/ageukbwd), [www.twitter.com/ageukbwd](https://www.twitter.com/ageukbwd)

Thank you for your patience, support and understanding and stay safe.  
Best wishes

A handwritten signature in black ink that reads "Vicky Shepherd".

Vicky Shepherd  
Chief Executive