

## COVID-19: Practical Support from Care first

With everybody being affected differently by the developing COVID-19 pandemic, we may find it difficult to confide in our friends, family or people at work in the usual way about our own worries or anxieties, Care first is an independent and confidential counselling, help and support service available to you free 24 hours a day, every day of the year.

The COVID-19 situation may be making people feel anxious; not just around emotional issues like concerns over their loved ones, but also regarding practical elements of our usual lifestyle which may be affected by these circumstances. Did you know that Care first also offer an Information Service. A team of Information Specialists are available Monday to Friday, 8.00 am to 8.00 pm to answer any practical queries you may have. Whether you have a one-off question or a problem which takes longer to resolve, perhaps requiring ongoing help, we are here to help. Care first provides help with a range of practical issues including but not limited to:

- **Employment:** Rights of Employees, Discrimination, Transfer of Business, Maternity Rights, Pay, Sick Pay, Health and Safety at work, Dismissal, Redundancy.
- **Education:** School closures, Problems at School, Student Grants and Student Loans.
- **Health:** COVID-19 (in line with .Gov and NHS Guidelines), Patient Rights, Complaints, Health Costs, HIV/AIDS, Abortion, Infertility.
- **Housing:** Rent/mortgage payment disputes, Buying and Selling a House, Renting, Tenancies, Homelessness, Neighbour Disputes, Mortgages, Residential Care, Nursing Homes.
- **Benefits:** Housing Benefit, Incapacity Benefits, Disability Benefits, Tax Credit, Maternity Benefits, Do you qualify? How to claim.
- **Travel, Transport and Holidays:** Holiday Problems, Holiday Complaints. Driving Licences. Passports. Mot's, Seat Belts, Moving overseas with a car.
- **Family and Personal:** Ending a Relationship, Child Support, Domestic Violence, Wills and Obtaining Probate, Getting Married, Childcare Provision, Elder care, Community Care, Bereavement, and Changing a Name,
- **Communication Problems:** Phones and mobile phones. Complaints about the media. Queries about television licences Copy right etc.
- **Immigration and Nationality Citizenship:** Overstays, Dual Nationality, Passport Stamps, Au Pairs, Immigration control and working in the UK.
- **Legal Enquiries/Solicitors:** Court Procedures, Police, Solicitors bills, Legal help scheme, Court forms, Jury Service, CCJs.
- **National, International and Human Rights:** Voting Procedure, Moving Overseas, Messages from the Queen, Access to Personal Records, Discrimination Acts, Defamation of Character, Rape and Sexual Assault, Personal Injuries.
- **Taxes:** Income Tax, Council Tax, PAYE, Fringe Benefits, Tax Rebates and Tax Arrears.
- **Consumer and Debt:** Goods and Services, Consumer Problems, Insurance, Credit, Banks, Problems with Builders, Problem with Second Hand Cars, Car Repairs, Debt.