

# CHRISTMAS HOLIDAY SUPPORT AND INFORMATION

2021



If you need help over the Christmas period, there are people and places to support you and your family.

## FOOD

If you are struggling to feed your family and need an emergency food parcel help is available. You can contact the Aberdeen City Support Line on 0800 034 713.

The following food banks are operating across the city during the festive period:

### **Instant Neighbour**

5 St Machar Drive, Aberdeen AB24 3YJ  
Tel: 01224 489955

Closed from 12pm on Thursday 23 December and re-opens on Wednesday 5 January 2022.  
The food bank will be open 10am - 2pm on Wednesday 29 December.

### **CFINE**

2-4 Poynerook Rd, Aberdeen, AB11 5RW  
Tel: 01224 596156  
Email: [info@cfine.org](mailto:info@cfine.org)

If you are running low on food and essential items due to financial constraints, please contact CFINE on 01224 596156.

During your phone call, you can tell them what items you need and book a slot to collect your parcel from their premises.

Your food parcel will be available at the call and collect point which is open Monday to Friday 12-2pm.  
Closed 25 December, 26 December, 1 January and 2 January.

### **Free school meals**

Information about the criteria to receive free school meals and applying for this benefit is available online at [www.aberdeencity.gov.uk/freeschoolmeals](http://www.aberdeencity.gov.uk/freeschoolmeals)

## HEALTH AND WELLBEING

### **NHS24**

If you feel unwell over the festive period phone NHS 24 on **111** if you:

- think you need to go to A&E but it's not life threatening
- are too ill to wait for your GP practice to open
- have worsening symptoms of coronavirus

NHS 24 will help you get the right care in the right place, often closer to home and without the need to go to A&E.

NHS inform have further information on how to access a test if you have symptoms of coronavirus.

### **Samaritans**

Whatever you are going through, a Samaritan will face it with you. They are there 24 hours a day, 365 days a year.

Call for free on **116 123**.

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### **Breathing Space**

Sometimes our thoughts and feelings can overwhelm us. Pick up the phone - they're here to listen.

Monday to Thursday - 6pm - 2am

Friday to Monday - 6pm - 6am

Call free: **0800 83 85 87**

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### **Shout**

In a crisis? Anxious? Worried? Stressed? Get 24/7 help from the team of Crisis Volunteers, 365 days a year.

Text free: **85258**

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### **Vaccinations**

The Aberdeen City Vaccination Centre based at the former John Lewis building on Loch Street will be closed 25 and 26 December and 1 and 2 January.

Appointments can be managed via the National Vaccination Helpline on **0800 030 8013**.

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### **Support with domestic abuse**

If you are in immediate danger, or you suspect someone is in immediate danger, please call 999 and ask for the police.

Anyone suffering domestic abuse can call Scotland's Domestic Abuse Helpline open 24 hours on **0800 027 123**.

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## **HELP AND SUPPORT**

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### **Aberdeen City Council support line:**

**0800 0304 713**

The Council has a free support line for people who are struggling and cannot find support through existing networks.

You can contact the Council throughout the festive period for welfare advice and emotional support, including what to do if you need food.

This is not a medical helpline. If you require medical assistance you should contact NHS 24 on 111.

You can also call the Support Line for crisis grant and self-isolation grant application support on the following days:

Wednesday 29 December – 9am to 4pm

Thursday 30 December – 9am to 3pm

More details about support and Council service opening hours over the festive period is available at [www.aberdeencity.gov.uk/festiveservicechanges](http://www.aberdeencity.gov.uk/festiveservicechanges)

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## **PARENT LEARNING HUB**

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Ideas for learning, activities and parenting advice and further organisations that will help.

<https://sites.google.com/ab-ed.org/parent-learning-hub>

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