



Food Parcels and Supermarket Deliveries for those at high risk of severe illness from coronavirus

The Scottish Government has identified those people who are at very high risk of severe illness from coronavirus, and who have been advised to stay in for twelve weeks. If you are one of those people you will have received a letter from them with your **10-digit Community Health Index (CHI)** number on it. This letter contains information about how to keep yourself safe and get support if you need it.

The services on offer are easily accessed if you have a mobile phone. Someone else can text on your behalf. However, if you don't have access to a mobile phone then you should phone: **0303 123 1009** and they will be able to deliver a free food parcel.

To access ALL the services on offer you first need to join the **SMS Shielding Service**, and this is done by sending your **CHI number** (on the letter, top left, 10 digits) by **TEXT** to: **07860 064 525**

You, or the person texting will then get a text back giving you three options. You can choose option 1 or 2 plus option 3. To do this you need to send 2 separate texts.

1. You can access a free weekly grocery pack of basic foods if you need to. To get this pack, **Text 1BOX** to **07860 064 525**
2. **Text 2BOX** to the same number if there is another person in your home who is also high risk and is shielding.
3. **Text 1SHOP** to the same number if you want to be able to organise a home delivery of shopping. This lets local supermarkets know that someone living at this address has been advised to stay in for twelve weeks.

Home Delivery Slots from Local Supermarkets **Morrisons**

Phone 0345 611 6111 and choose option 5. They will take your shopping list. This should be a next day delivery.

They will accept contactless card payment when they deliver, observing social distancing.

Tesco

Create an online account if you don't have one.

Phone 0800 917 7359 and they will release priority slots to your online account. Answer **NO** to the three questions they will ask you. There is a support service in Biggar but so far, we have been unable to organise local supermarket deliveries. So, answer **NO** to the third question they will ask you, With Tesco, you can only shop online.