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SHAX is a Scottish Charitable Incorporated Organisation,
Charity Number SC042940.

SHAX SERVICES, COVID 19 AGENCY BRIEFING JULY 2020

SHAX will reopen its services in July 2020.

In order to follow government guidance, keep our team and stakeholders safe and reduce the risk of infection, we will limit contact wherever possible.

In the initial stages of reopening we will only provide our Emergency Starter Pack and Emergency Loan services.

1. Emergency Starter Packs

Our emergency Starter Packs provide personal hygiene goods, basic cooking and eating utensils, bedding items, and some small kitchen electricals for local people in crisis. These items are provided free of charge according to need.

2. Emergency Loan Service

Dependent a client's circumstances, SHAX can loan essential items to help them take up a tenancy until either Community Care Grant items are received or they can afford to buy the items they need. The Loan can be a fridge, fridge/freezer, chairs or folding bed. These must be uplifted by the client's Support Worker.

3. Referral Process

We will be operating with reduced staff and no volunteers in the early stages of reopening, so please bear with us. The following procedures will be in place from reopening, which **must** be adhered to:

- Support Worker must complete the **new July 2020 SHAX Referral Form**
- If details are missing the referral **will not be processed**
- All forms must be emailed to: referrals@shax.org.uk by **4pm on Wednesday each week**
- Emergency Packs and Loan items must be collected no later than **3pm on Friday that week**
- Support Workers **must call SHAX** shortly before collection, quoting the referral collection number we will provide
- Items will be left in the loading area for uplift
- As storage space and supplies are limited, **items will not be held** if they're not uplifted each Friday

Please contact us at info@shax.org.uk if you have any queries, and thank you for your continued support.

SHAX – helping turn a house into a home

