

Our response to Covid-19

Operations

Q. Is eve still operating?

A. Yes, as far as possible all of our services will continue with all appropriate measures taken to ensure beneficiaries, staff and volunteers are protected.

Volunteering

Q. How is eve supporting its Volunteers?

A. We are in constant contact with our volunteers; while our Business Support Team is working remotely, we are constantly ensuring that online resources (Teams, Zoom, our website and social media pages) are available and the volunteer network is kept as up to date as possible as the COVID-19 situation changes.

Q. How can I help? Can I volunteer?

A. We are always looking for volunteers – please complete our volunteer form for more information. To ensure that our energies are best placed, our people have been firmly focused on delivering services to those in need during these unprecedented times. This means that it might take us a little longer to contact you about volunteering opportunities or for your induction to take place. We hope you understand and respect our reasons for this.

Q. What is eve doing to protect its volunteers and service users?

A. All our staff are briefed daily; most of our workforce is working remotely with all meetings or appointments taking place by phone, email or over the internet. We are in regular contact with all our service users to make sure that they are supported at this time

Getting help

Helpline

Our confidential helpline team continues to deliver this vital service as seamlessly as possible – answering all of our inbound calls.

Q. Before this all happened, I had asked for help from eve, will this still be possible?

A. Yes, while it will not be possible to have face to face meetings, our services and staff are supporting by phone, email and over the internet. Please call our help line service on 01604 230311.

Q. How will case working change as a result of COVID-19?

A. The only visible change will be that rather than face to face, for the time being, eve will be supporting by phone, email and over the internet.

Q. I have been diagnosed with COVID-19 but still need help from eve, will this still be possible?

A. Yes, in compliance with government guidelines, we are not seeing anyone face to face but you can always contact us for help on 01604 230311.

Q. I need help now – what support can eve provide?

A. Our services are supporting by phone, email and over the internet. While it will not be possible to have face to face meetings, please contact our help line on 01604 230311 if you need assistance.

Supporting eve during this time

Emergency Response Fund

We know that times are tough for everyone right now, and we all have challenges of our own, but if you can support our ongoing work, it will make a big difference. We are now running an **Emergency Response Fund**, to make sure that our services can continue. Your donation, no matter how small, will help to ensure we can meet the needs of some exceptionally isolated and vulnerable women and their families who are in real distress at this time. Please donate now.

Sign up for a challenge event

While many of this year's events have been postponed or cancelled, we still need the support of the public to help us help those in need. Now is the time to make a commitment for the future, so please sign up or get involved. We also have a number of virtual events being run, allowing you to fundraise and compete with others during this lockdown.

You can find out about all of the events, virtual and real, on our FaceBook page <https://www.facebook.com/eve.domesticabuse/>

Re-organise your plans to support eve

The charity sector will feel the strain of these months, and any efforts that can be made to postpone a fundraising event instead of cancelling will make a difference.

For advice about holding your own community event, even a 'virtual' one to support us, please contact our fundraising team by emailing admin@eve.org.uk

Support us whilst shopping

- [Sign up to Amazon Smile](#) - and select **eve**, as your chosen charity. A great way to raise funds for us while you shop with Amazon.

Emergency Response Fund

eve needs your help during this difficult time. If you can, then **please donate** so we can continue supporting vulnerable women and families escaping domestic abuse.