

Scottish autism

WHERE AUTISTIC PEOPLE
ARE VALUED

Test and Protect: How the Autism Support Team can help you

As part of our [Advice Line Plus](#) programme, which has been developed in response to Covid-19, we are currently offering extended support through our advice line.

The autism support team is a small team of autism advisors, who are experienced in working with autistic people and their families, who are available to provide information, advice, and emotional support.

We understand you may feel uncomfortable about reaching out to a team of people who you do not know. Therefore, you can access our "[Meet the Advisors](#)" page to see the names and photographs of those within the advice team.

You can make contact with us through any of the below options:

- By Phone: 01259 222022 (Open Monday, Wednesday – Friday, 10am – 4pm, and Tuesday, 10am - 7pm)
- By email: advice@scottishautism.org (please include your local authority, this helps us to tailor our response)
- By filling out a [contact form](#)
- Reaching out to us through our Facebook "[Ask an Advisor](#)" group
- Or accessing our website and starting a Live Chat from the bottom right hand corner of your screen (Open Monday, Wednesday – Friday, 10am – 4pm, and Tuesday, 10am - 7pm)

Here are a few examples of how we might be able to offer support to the autistic community:

- **Talk through your worries if you have been contacted**
You may be contacted at any point if you have been in contact with someone who has tested positive for the virus. You will not be informed of who this person is, and you will have to self-isolate for 14 days. This can be a worrying time, and you might wish to talk through your worries with us through phone, e-mail, or live chat.
- **Help connect you with a resilience group to access food and supplies**
If you are self-isolating due to test and protect, we can help you find your nearest resilience group, with volunteers who can help you access food and supplies. We can communicate your needs to them on your behalf, if you would like us to do this.

- **Help you understand your symptoms or the test process**
The autism support team are not medical professionals, but we understand that information on symptoms or the test process can be vague or confusing. We are here to chat with you through phone, live chat, or e-mail, to help you understand this information.
- **Offer you the opportunity to chat during your self-isolation period**
You may find that isolation is difficult because you can no longer take part in routines and activities that are important to you. We are here to chat with you and listen to your worries and concerns.

Here are a few examples of how we might be able to offer support to parents and carers:

- **Advice, information or guidance on issues affecting the family household**
You may be contacted at any point if you have been in contact with someone who has tested positive for the virus. You will not be informed of who this person is, and you will have to self-isolate for 14 days. We understand that this can cause difficulty in some households, particularly where this impacts on an autistic person's routine or ability to carry out their normal activities. Our team are here to provide you with advice and guidance.
- **Advice on helping your child, or the person you support, through the testing process**
We have compiled some guidance on supporting an autistic person through the test process. However, we also understand that you may find it more helpful to speak directly to an autism advisor about a person's individual needs. Our team are here to provide you with advice or guidance through our phone line, live chat, Facebook group or e-mail.
- **Signpost to local groups that can help you access food or supplies**
We understand that for some family households, it is important to ensure that you can still access the food and items that your family needs. You may be concerned about home food deliveries substituting important items, an important item in the household becoming broken, or not being able to access medication. In this case, you may feel you require the support of a resilience group to help you during this period. Our advisory team can help you find your nearest one.