



GCIL SUPPORT TEAM NEWS

August/September 2020

Inclusive Living Advisers (ILA)

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GCIL staff are continuing to work at home but we are **open for business!** We have been working hard to ensure that we can continue to offer as close to a full service as we can, under the current circumstances.

How to contact us

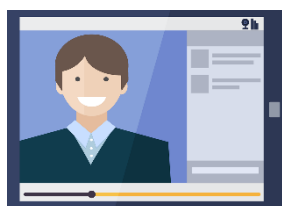
- The GCIL telephone number **0141 550 4455** should be used. The phone will be answered by one of our clerical team who will pass a message to the appropriate member of staff who will respond to your enquiry.
- You can email us at **gcil@gcil.org.uk** or email the Advisor who is working with you.
- British Sign Language (BSL) users can contact us via **www.contactscotland-bsl.org**.

Information

We have information packs available for anyone who contacts us seeking information about Self-directed Support and/or our services. We can send this information to you by:

- posting a paper copy;
- posting the information contained on a flash drive;
- by email.

PA recruitment is still up and running



Service users are successfully recruiting PAs by interviewing via video calls. If you are needing to recruit a new PA please contact your Advisor.

They will:

- Provide you with sample questions;
- Contact you to discuss your interview requirements by phone or video call;
- Arrange the interviews via video calls;
- Assist you to conduct the interviews.

You do not require to download any new programmes or Apps. You only need an email address and your Advisor will make all the arrangements.

Personal Assistant and PA Employer: Online 'Get Together'

The PA Network Scotland and GCIL are hosting 'Get Togethers' for PAs and PA employers. While we are unable to get together in person to hear PAs' and PA employers' news, answer questions or share experiences, we can still get together via Zoom and keep us all connected during these challenging times. If you or your PA might benefit from one of these 'Get Together's please contact **S.Ledger@wea.org.uk** to register. The next Get Together is on **Thursday 27th August at 10.30am**

Free online training for Personal Assistants



The PA Network Scotland is offering a limited number of online learning opportunities to Personal Assistants employed directly by the person they support. These are currently being offered free of charge and will be limited to one module per person initially. Additional modules may be available depending on demand.

The online learning is via Social Care TV, the UK's first accredited e-learning provider for health and social care workers.

The courses currently available are:

- Communicating Effectively
- Food Hygiene
- Safe Administration of Medicines
- Infection Control
- Health and Safety
- Safeguarding of Vulnerable Adults

If any of your PAs are interested in taking a course please ask them to email palearning@wea.org.uk detailing:

- the course they are interested in
- their local authority area
- a contact telephone number

The PA will receive details of course content and joining instructions. If your PA has any questions please feel to contact the PA Network using the email address above.

PA Vacancies – Available



If you are interested in applying for a job as a Personal Assistant or would like some more information on our current vacancies please contact Michelle Coyle or email us at par@gcil.org.uk

Face Mask Exempt Badges

We have a limited number of Face Mask Exempt badges which we can send out to any disabled person who is exempt from wearing a face covering according to Government guidance.

The Scottish Government Guidance states:

“You may have a reasonable excuse not to wear a face covering if, for example you have a health condition or you are disabled, including hidden disabilities, for example, autism, dementia or a learning disability, or are providing care for someone with a health condition or disability, and a face covering would be inappropriate because it would cause difficulty, pain or severe distress or anxiety to the wearer or the person in the care of the wearer, or because you cannot apply a covering and wear it in the proper manner safely and consistently.”

The badges are not designed to be proof of your exemption from wearing a face covering. They are designed to help you to indicate your exempt status.

Please phone GCIL at 0141 550 4455 and speak to your Advisor or the Duty Advisor to request a badge.





Important Security Information about your Prepaid Card

Additional security checks will soon be needed when using your Prepaid card account and when you are making online purchases.

The first of these changes relates to how you log into and use your allpay online account. When you log in or set up a new payee, you will be asked to enter a verification code, which will be sent to you via email or SMS text message to your mobile phone. This is called **Strong Customer Authentication (SCA)**.

What is Strong Customer Authentication? Strong Customer Authentication is designed to ensure that you are who you say you are, by adding an extra layer of security when you log into your account.

Why is Strong Customer Authentication needed? Strong Customer Authentication (SCA) is needed to help protect against fraudsters being able to log into your online account and view or change details. A Europe-wide directive has been issued to all payment providers which requires allpay to strengthen the security of the prepaid card system. Your prepaid card is linked to an online account, which means that allpay needs to add a second level of security to keep you safe and meet the regulatory requirements.

What do I have to do to register for Strong Customer Authentication? No registration is required. As long as you have a registered email address and mobile phone number, you're ready to go! To make sure everything goes smoothly, please check that allpay has your latest phone number and email address as they may send a message to the details they have registered for you on their records. You will be able to check your contact information yourself using the Profile area on the prepaid portal: allpayprepaid.net/cardholder.

If anything needs to change and you would like assistance to update your details please get in touch with GCIL.

What happens if there's no phone number or email address on my account? Unfortunately, you will not be able to use an online account if you have no email address or mobile phone number registered as you

will not be providing enough security information to gain access to the account. Please make sure you take action as soon as possible to ensure you have uninterrupted access.

Glasgow Disability Alliance

GDA continue to offer a range of supports and activities for disabled people and those with long term conditions, living in and around Glasgow.

GDA Wellbeing: Telephone and online support;

GDA Lifeline: Shopping and medication delivery;

GDA Connects: Support to get online;

GDA Rights Now: Welfare rights information;

GDA Learning: Peer support and access to fun learning;

GDA Voices: Sharing lived experiences.

If you would like to find out more about these services phone:

0800 432 0422



Glasgow Disability Alliance
Confident Connected Contributing

How can we help?

Covid-19 Resilience Response: Leaving no one behind

GDA Wellbeing: Support on the phone & online. Help to cope, feel better & improve mental & physical wellbeing.

GDA Lifeline: Sourcing, coordinating and delivering shopping, medication and other essential resources.

GDA Connects: Providing IT devices, equipment, support and coaching so disabled people can get online and stay connected.

GDA Learning: Online & phone peer support and free, fun learning, with the necessary support to get involved.

GDA Rights Now: Online and by phone Welfare Rights info, support and representation.

GDA Voices: Sharing our lived experience so Government and decision makers understand impact & respect disabled people's rights.

Support for disabled people, older people and those with long term conditions, living in and around Glasgow.

Call free: **0800 432 0422** Text: **07958 299 496**
Email: info@gdaonline.co.uk www.gda.scot
[@GDA_online](#) [Glasgow Disability Alliance](#) 

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