

Haverhill Town Council's Coronavirus information sheet.

Let's all do our bit.



The most important thing to remember is that everyone should stay at home to stop Coronavirus spreading.

When can I leave the house?

Unless you are shielding or self-isolating, the reasons for leaving your home are:

- shopping, as infrequently as possible
- exercise, for example a run, walk, or cycle – alone or with members of your household
- any medical need, including to donate blood, avoid or escape risk of injury, harm or abuse, or to provide care or to help a vulnerable person
- travelling for work purposes, but only where you cannot work from home

There are a limited number of things you can now do that you could not do before:

- spend time outdoors – for example sitting and enjoying the fresh air, picnicking, or sunbathing
- meet one other person from a different household outdoors - using social distancing
- use outdoor sports courts or facilities, such as a tennis or basketball court, or golf course – with members of your household, or one other person while staying 2 metres apart
- exercise outdoors as often as you wish - following social distancing guidelines
- go to a garden centre

What help is available to me?

- If you are vulnerable or isolating and require help, call **Home, But Not Alone** on **0800 876 6926**. You will be connected with volunteer support networks in the town who can help you with shopping and other essential needs.

How can I help?

- Volunteers can sign up to help-out in Haverhill by downloading the **Tribe Volunteer App** from Apple Store or Google Play.
- **Clap for Carers.** Join in the weekly community show of support for those who are keeping the country running on Thursdays at 8.00pm

Which shops are open in Haverhill?

A website with details of shops and businesses that are open can be found at <http://haverhill-online.co.uk>

Supermarkets: it is best to go shopping alone if you can as there may be restrictions on numbers in the shops. Most supermarkets offer specific times for Senior Citizens, vulnerable shoppers and NHS staff. See Haverhill-Online for details.

Which essential services are available in Haverhill?

Banks and Building Societies: Currently Lloyds Bank, the Post Office, Ipswich Building Society and Saffron Building Society are open on restricted hours for essential banking services only. See Haverhill-Online for details. <http://haverhill-online.co.uk>

Bereavement Support: call Cruse Bereavement Care 0808 808 1677. Useful Resources are available from The Good Grief Trust www.thegoodgrieftrust.org

Citizens Advice: 0300 330 1151 Monday to Friday 9.30am-3.30pm.

Council Tax: collected as normal. Call 01284 757275

Doctors' Surgeries: do not go to your surgery unless you have been invited to attend. Both Haverhill doctors' surgeries have e-consult available or you can call if you need to speak to someone.

Dental Surgeries: Call your surgery for emergency cases only.

Haverhill Cemetery: Open from 8.00am-7.00pm for visiting the graves of loved ones. Please observe social distancing while at the Cemetery.

Haverhill Food Bank: if you have no money to pay for food, call 01440 712950

Health Emergencies: call 111 or 999 as appropriate.

Helplines: The Samaritans 0330 094 5717; Childline 0800 1111; Domestic Abuse Helpline 0808 2000 247

Home Emergencies: only contact heating, plumbing or electrical service providers in an emergency, not for routine services and maintenance. Anyone coming to your house should observe social distancing and hygiene procedures.

Housing Benefit Enquiries: call 01284 757269

Mental Health: it is important for everyone to look after their mental health. First Response, a 24/7 helpline offers support for mental health difficulties. Call 0808 196 3494. Resources that may be of help include www.mind.org.uk www.healthysuffolk.org.uk/ and www.keepmovingsuffolk.com/

Parks: parks in Haverhill remain open but remember to keep your distance.

Play areas within parks, the Skate Park and Pump Track: closed until further notice.

Pharmacies: open but on restricted hours so may be very busy. See Haverhill-Online for details.

Refuse Collection: your grey and blue bins will be collected as normal. Brown bin collections will resume from 1 June.

Take-Aways and Restaurants: a number are open for collection and home delivery. Anyone coming to your house should observe social distancing and hygiene procedures. See Haverhill-Online for details.

Universal Credit Enquiries: call 0800 144 8 444 Monday to Friday 8.00am-6.00pm

Waste Recycling Centre: The Waste Recycling Centre, off Chalkstone Way, is now open but you must book a time slot before you go. To book a slot at the Haverhill site follow this link <https://www.suffolkrecycling.org.uk/where-to-recycle/recycling-centres/suffolk-recycling-centres-booking-page>

STAY ALERT CONTROL THE VIRUS SAVE LIVES

Updated 15 May 2020