

# 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?

The exceptional reasons for leaving your home are:

- shopping for basic necessities such as food and medicine, as infrequently as possible
- one form of exercise a day, 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

Remember to stay 2 metres apart from anyone not in your household.

Click the links for separate advice about staying at home if

- [you're at high risk of getting seriously ill from coronavirus](#)
- [you or someone you live with has symptoms of coronavirus](#)

## What are the symptoms of Coronavirus and what should I do if I have them?

- **a high temperature** – you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

To protect others, if you have either of these symptoms, **do not leave your home** even to go to a GP surgery, pharmacy or hospital. To get medical advice, use the [111 online coronavirus service](#)

Only call 111 if you cannot get help online or if you're worried about a baby or child. Call 999 if someone is dangerously unwell and is getting worse

## 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 are restrictions on numbers in the shop. 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:** Lloyds Bank, Barclays Bank, Ipswich Building Society and Saffron Building Society are open on restricted hours for essential banking services only. See Haverhill-Online for details.

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

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

**Health Emergencies:** call 111 or 999 as appropriate.

**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. For mental health care information call Mind on 0300 123 3393, Monday-Friday 9.00am-6.00pm. Resources that may be of help include [www.mind.org.uk](http://www.mind.org.uk) [www.healthysuffolk.org.uk/](http://www.healthysuffolk.org.uk/) and [www.keepmovingsuffolk.com/](http://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 and Waste Services:** grey and blue bins will be collected as normal. Brown bin collections are suspended until further notice. The Waste Recycling Centre is closed until further notice.

**Take-Aways and Restaurants:** a number are open for 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

**STAY AT HOME. PROTECT THE NHS. SAVE LIVES.**