

**Dear resident,**

In response to the outbreak of Coronavirus (COVID-19), Herefordshire Council is working with community organisations and local businesses to help connect people to support being coordinated in your area.

You may have been asked to isolate yourself and stay at home. This will no doubt be a worrying and challenging time for many but also a time to come together and support one another, especially the most vulnerable in our communities.

There are some simple steps we can all do to take care of ourselves and others.

### **1. Protect yourself and others**

- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose.
- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.
- Put used tissues in the bin immediately and wash your hands afterwards
- Minimise contact with others
- Do not touch your eyes, nose or mouth if your hands are not clean

### **2. Create your own plan**

Over the next few months, life as we know it is going to change and to prepare for this it will be important that you have a plan that supports you to live well until the advice to isolate changes.

Think about the support you will need and those who can help you while you self-isolate. This could include family, friends, neighbours or people you know in your community.

Your plan might include support with things usually taken for granted such as shopping, picking up medication, support with pets, posting mail, picking up other urgent things, someone to check in on you or someone to just have a chat with.

### 3. Contact us if you need further support

If there are gaps in your plan and you need further support, please contact the Herefordshire Council Talk Community team using the details below.

Contact us on **01432 260027**

Or Email [talkcommunitycovidresponse@herefordshire.gov.uk](mailto:talkcommunitycovidresponse@herefordshire.gov.uk)

I wish you and your family well in this difficult period, but rest assured that we are doing everything possible in Herefordshire Council to maintain essential services to you and your community.

Yours faithfully,



**Alistair Neill**  
Chief Executive, Herefordshire Council

For the latest updates on Coronavirus (COVID-19) response in Herefordshire and links to national guidance, please visit [www.herefordshire.gov.uk/coronavirus](http://www.herefordshire.gov.uk/coronavirus)

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#### Are you providing support in your local area?

If you are organising volunteering support in your local area, please contact us using the details above so that we can connect people to you.

#### Want to volunteer in your local area?

Many of the people who regularly volunteer in our communities will be people who are being asked to self-isolate (people over 70 years old).

If you want to provide support and are not sure where to go, please contact us on the above details, or register your details with us at [www.herefordshire.gov.uk/covid19help](http://www.herefordshire.gov.uk/covid19help) and we can connect you to local volunteers in your area.

#### Be scam aware:

- Do not give your bank details to anyone claiming to be able to help you
- Do not click on emails from people and organisations that you do not know
- Do not sign contracts with third parties who claim they are acting on behalf of the council

If you have any concerns about a group or individual asking you for money, please call 101.