

For help, advice and support:

Call **020 7364 5000**

or visit www.towerhamlets.gov.uk/coronavirus



Wixii caawimaad ah, talo iyo taageero:

Lahadal **020 7364 5000**

ama booqo www.towerhamlets.gov.uk/coronavirus

সাহায্য, পরামর্শ এবং সহায়তার জন্য কল করুন: **020 7364 5000** অথবা

ভিজিট করুন www.towerhamlets.gov.uk/coronavirus

An update on coronavirus (COVID-19)

Thank you for everything you are doing to keep you, your family, friends and all who live and work in the borough safe during these extraordinary times.

COVID-19 is a new illness that can affect your lungs and airways caused by coronavirus. It is a global pandemic. It is now essential we all work together to stop the spread of COVID-19. We are working with Public Health England, health colleagues, police, schools and voluntary organisations to do everything we can. Protecting our community is our top priority as a council. We need to make sure residents, particularly those most vulnerable, are protected as much as possible.

These are unprecedented times and many of you will be worried. We all need to do things differently and you need to play your part. The advice is clear – stay at home to protect our NHS and save lives. Only leave your home if absolutely necessary.

Remember, even if you're fit and healthy you can still pass on coronavirus and put people at risk.

This emergency means that we now must focus our resources on running the most critical services that our residents rely on. We will also be assisting families and individuals living in poverty or older people and others who face self-isolation or who need help. All closures will be detailed on our website.

We must not be complacent. Good hygiene remains key as well as staying at home. Below, we summarise some of the key health information available. We also provide key contact details for where you can volunteer to help others or get help if you need it. Please read on.

Government advice is moving very quickly at the moment. The best way to stay up to date with the latest advice is to visit www.towerhamlets.gov.uk/coronavirus where you can also sign-up to get updates.



Mayor John Biggs

Information correct as
of 24 March 2020



Stay at home to stop coronavirus spreading

It is crucial that we all follow NHS and government advice. Anyone can spread the virus. Everyone must stay at home. This includes people of all ages – even if you do not have any symptoms or other health conditions.

You can only leave your home:

- **to shop for basic essentials – only when you really need to**
- **to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with**
- **for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person**
- **to travel to and from work – but only where this is absolutely necessary.**

If you must leave your home:

- **stay 2 metres (6ft) away from other people**
- **wash your hands as soon as you get home.**

Don't leave home and avoid close contact with those in your home if you're at high risk of getting seriously ill from coronavirus.

Don't forget good hygiene remains vital for all of us, especially washing your hands with soap and water. Do this often and for at least 20 seconds.

What to do if you have coronavirus symptoms

Regularly check and always follow the latest NHS advice, which you can find at www.nhs.uk/coronavirus

Stay at home if you have either:

- **a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)**
- **a new, continuous cough – this means 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, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. Use the **111 online** coronavirus service to find out what to do.

Self-isolation

- **If you have symptoms, stay at home for seven days.**
- **If you have symptoms and live with other people, you should stay at home for seven days and everyone else should stay at home for 14 days starting from the day you first got symptoms.**
- **If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.**

If you have to stay at home together, try to keep away from each other as much as possible.

Please remember, for most people coronavirus will be a mild infection. However, for vulnerable people or those with pre-existing medical conditions, coronavirus can result in serious illness or even death.

Where can I find the latest information from the council?

The council will keep you updated as the situation evolves. Visit www.towerhamlets.gov.uk/coronavirus for our latest news, advice and guidance, and to subscribe to email updates.

How can I help in my community?

We want you to look out for your neighbours and offer help with shopping and other tasks if they can't get out of the house. Take care to do this safely following public health and NHS guidance.

The council, together with the voluntary and community sector, is working to provide support for residents.

If you would like to volunteer to help those most affected, through a local charity or community organisation, visit www.vcth.org.uk. If you have any ideas, email covid19@towerhamlets.gov.uk.

Visit www.towerhamlets.gov.uk/communitysupport or follow us on social media for further information on volunteering or how you can help in your community.

Key contacts

The quickest route to get the help you need is normally to go online. If you need to speak to someone or you're worried call:

Customer contact centre **020 7364 5000**
(Mon to Fri, 9am - 5pm)

Concerns about children and young people
020 7364 5006

Adult safeguarding **020 7364 5005**

Trading standards **020 7364 5008**

Domestic abuse **0808 200 0247**

Department for Education helpline **0800 046 8687**
(for early years to university, plus parents)

Council tax **020 7364 5002**

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