



Important Notice for Informal Carers during Coronavirus – COVID 19 Outbreak An Informal Carer pass from Shropshire Council to show police if a carer is stopped while on essential visits

We recognise and appreciate informal carers play a vital role in supporting the people they care for in Shropshire. As part of the support you provide as a carer you may have to make essential visits during this Coronavirus- COVID 19 outbreak.

As an informal carer you don't have identification like paid care workers so the carer pass from Shropshire Council has been issued to you so that you can show police if you are stopped while out on essential visits.

These passes should only be used while on vital visits, that is, where there is no alternative available so you must go out on behalf of the person you care for. You must continue to follow government advice to keep yourself and your family safe.

Here's a reminder of the key points of the guidance:

- Stay at home – whenever possible – arrange an alternative to going out
- Social Distancing – remember, when out and about, stay 2 metres apart from others.
- Wash your hands often for at least 20 seconds (2 rounds of Happy Birthday to you), especially when returning home to your cared for or when visiting them; ensure you use your own towel
- Clean and disinfect frequently touched objects and surfaces in the home like door handles and light switches
- Cough or sneeze into a tissue, throw the tissue straight into the bin and wash your hands; if you have no tissue use the crook of your arm – do not use your hand
- Avoid touching your face
- Keep up to date with the latest guidance on Coronavirus - COVID 19 – information may change quickly.

There is now a **Shropshire Council Coronavirus – COVID 19 Helpline**. People should use the Helpline if they have any coronavirus-related issues or enquiries. The Helpline is **0345 678 9028**, and is available from 8am to 6pm weekdays, and 9am to 1pm Saturdays. Each caller will be asked for details of what they need and, if required, this information will be passed on to a Community Reassurance Team for further action.