

## **Coronavirus (COVID-19) support**

Aberdeenshire Council has been working with partner agencies throughout the Coronavirus COVID-19 pandemic to keep services going and help do our part to control the spread of the virus.

You can find information about a number of the services we deliver on Aberdeenshire Council's website [www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk) or for health advice visit [www.nhsinform.scot/coronavirus](http://www.nhsinform.scot/coronavirus)

## **Coronavirus Assistance Hub**

The hub is a focal point for information and assistance for anyone affected by coronavirus anywhere in Aberdeenshire, linking you with someone who can help.

They can also advise on support if you are asked to shield or self-isolate.

The Assistance Hub is on freephone 0808 196 3384 or visit [www.gcah.org.uk](http://www.gcah.org.uk) or [www.contactscotland-bsl.org](http://www.contactscotland-bsl.org)

More information on council services is available on the council's website at <https://www.aberdeenshire.gov.uk/covid-19/>

If you are a BSL user and require some of that information to be translated, please visit [www.contactscotland-bsl.org](http://www.contactscotland-bsl.org)

Meanwhile there is detailed national guidance online at gov.scot which also explains the ongoing vaccination programme in detail.

## **Speaking to us**

If you want to speak to one of the team, we ask you to use online services, visit one of our service points, or call our Contact Centre on 03456 08 12 08.

You can use Scotland's national BSL interpreting video relay service Contact Scotland to get the help, advice and support you require.

## **Housing**

Customers who are facing immediate homelessness should call [01467 533509](tel:01467533509) during office hours. The service can be contacted out of hours on [03456 081203](tel:03456081203).

The housing repairs team are undertaking repair work as required but will not attend a property of individuals with Covid symptoms.

## **Bins and recycling**

Kerbside collections are continuing as normal. We ask you to take extra care to separate your recyclables and present your bins by 7am for collection in line with the normal schedule. Localised weather impacts may affect collection and we ask for your patience.

## **Schools**

We are working closely with national partners keep our schools safe and were delighted to welcome pupils back.

We are implementing national procedures for cases which appear in schools and remain in dialogue with parents or carers.

Specific restrictions around face coverings may still apply in some cases and we advise always following national guidance.

## **Leisure and Libraries**

Now that we have moved beyond level 0, a number of our leisure facilities, libraries and museums are open again. We are grateful to the staff in those services who supported the Assistance Hub and helped keep our communities safe.

In some locations, services are operating at limited capacity or hours, please contact your library or facility for further details. That information is on their website

[www.livelifeberdeenshire.org.uk](http://www.livelifeberdeenshire.org.uk)