

Dear Neighbours,

We are all going through difficult times in the context of the dangerous virus outbreak and all the measures adopted by our Government, including the ban on free movement of persons or the closing of schools and most shops and stores.

We make our utmost effort to minimize the impact on the citizens of Prague 3. Please take a moment to check out the following points.

- 1) If you have the option, please follow the **www.praha3.cz** website and/or social media of the Metropolitan District. The situation keeps changing, so staying in touch is necessary.



In the past few days, we launched the "mobile radio" service which is used to distribute updates through e-mail and text messages. You can register your address or number at **<http://praha3.mobilnirozhlas.cz/registrace>**.



- 2) If you have no Internet access, there is the City Hall toll-free information line for you at **+420 800 163 163** and the crisis number **+420 777 465 159**. For the time being, these operate on workdays at 8.00 a.m. to 6.00 p.m. A limited version of the mobile line will remain operational over the weekends, too.
- 3) We have good news, too: a number of people contact us and offer their service as volunteers. The City Hall staff are ready to pass on contact details of everyone in need of assistance (shopping, collecting medicines, walking the dog etc.). You can reach us at the aforementioned numbers, or at **infocentrum@praha3.cz**
- 4) The office hours of the City Hall building are restricted — the opening hours are currently on Monday at 9 a.m. to 12 a.m. and on Wednesday at 2 p.m. to 5 p.m., solely for the following offices: **mail room, cash counter, personal ID and population records department, registrar's office and citizenship department, trade licensing office, social affairs department and building office**. All other offices of the Prague 3 District in contact with the public have been closed until further notice although it is still possible to arrange meetings with the officers for a different date over the phone.
- 5) The validity of paid parking zones has been suspended until further notice. If you need to extend your residential parking card, do not try to go to the Office. There is no need to do that.
- 6) There is an urgent lack of protective face masks in Czechia. We already have some volunteers on record who are prepared to start making them or provide the material (100% cotton). If you would like to get involved, please contact us at the aforementioned numbers.
- 7) Is there someone around you in need of assistance who might not get hold of this information? Even just passing the contact details on to our staff is worth doing!
- 8) The Ombudsman for Elderly Citizens is available at **+420 222 116 451**; a visit in the home environment can be arranged in urgent cases.
- 9) We would like to point out the regulation ordering everyone to wear protective equipment over one's nose and mouth (face mask, scarf, kerchief etc.) on Prague's public transport.

Thank you all for your cooperation and keep healthy! Best regards,

Jiří Ptáček, Mayor of Prague 3