

CORONA VIRUS GUIDELINES FOR OUR SHELTERED HOUSING SCHEMES

Revised and Updated 24th March 2020

Due to the national guidelines that have been put in place to combat the Corona virus, Argyll Community Housing Association has had to make changes to the services that we provide to our sheltered housing tenants. This is to protect our tenants and also our staff. The following include the changes that have been made and now updated:

- Your Community Support Assistant will, from 25th March onwards, no longer be on site at the Complex until further notice. There will no longer be any visits to your home from the Community Support Assistant but she will still make daily contact with you via your registered telephone number. These changes are being made to protect the health of both tenants and all our staff.
- If you need to contact us, you can
 - Phone our Customer Service Centre on 0800 028 2755
- If you have an emergency, please pull your emergency cord or press your ami as normal.
- Argyll Community Housing Association have cancelled all social events organised by us. We have also cancelled the use of the guest rooms and meeting rooms by anyone other than tenants.
- Where a Complex has common areas (e.g. lounge, laundry), whilst those areas will remain open for tenants, in view of current public health advice we would urge you **not to use** either a lounge or laundry until the current public health restrictions are relaxed.
- If you do use a common room or laundry, please make sure you wash your hands before entering and after leaving. Please also ensure that at all times you keep a 2

metre distance from anyone else in a common area or indeed anywhere in the Complex.

- If you experience symptoms such as a dry persistent cough or high temperature or you have returned from abroad in the last 2 weeks then please contact us immediately to let us know.
- As stated above please could all tenants ensure that they keep a distance of 2 metres from other people at all times, do not shake hands, avoid touching your face, avoid touching other people and ensure that you wash your hands regularly.
- As there will be no Community Support Assistant on site until further notice we can no longer rely on local cards or other informal arrangements and it is therefore essential that we are able to speak to you each day at the normal time using your registered telephone number. If you are not going to be in your home at the time your Community Support Assistant will be phoning **you must advise us in advance using one of the telephone numbers listed above.**

Thank you for your understanding and cooperation at this very difficult time.