

The background of the entire slide is a blue-tinted photograph of a person's hands being washed in a sink. A chrome faucet is visible, and a white soap dispenser is on the left. The hands are covered in white soap suds.

COVID-19

Safety Measures

This is a short message to explain how we are working to ensure we can enter your home (or other place you spend your day) safely whenever we need to do so in order to provide you with our services.

To help us prepare for our visit there are a few **simple questions** our staff will ask **before** coming to see you:

COVID-19

Safety Measures

Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?




Are you or any of your family considered vulnerable or have you been self-isolating?



Are you happy for us to enter your home and do you understand that we may need further access within it?





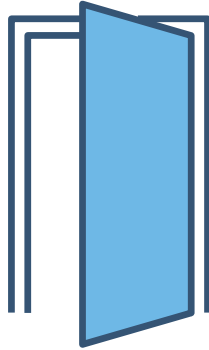
It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.

COVID-19

Safety Measures

Before our staff member enters your home there are some **simple steps** you can take to help us do so safely. **If possible, please:**

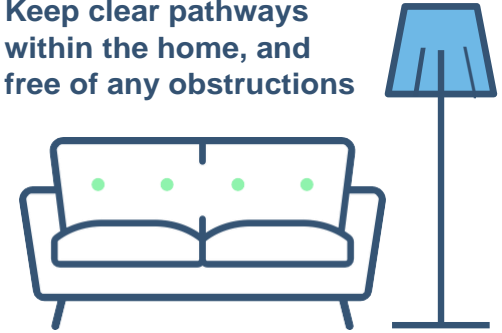
Leave all internal doors open



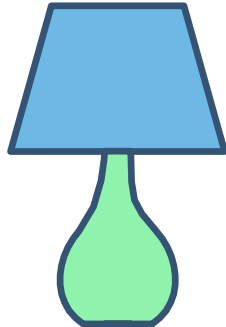
Leave windows open for ventilation



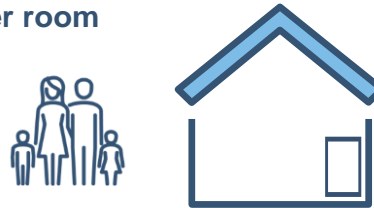
Keep clear pathways within the home, and free of any obstructions



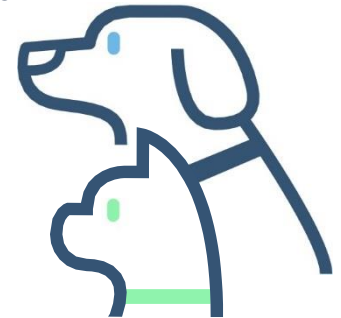
Keep all areas well-lit and open window coverings




Where possible other occupants of the house should vacate the property and stay together in one area such as the driveway or garden or, congregate in one other room



Shut pets away safely within another room



A blue-tinted photograph of a family. A woman is holding a baby, and a man is leaning in to kiss the baby's head. The image is used as a background for the text.

Our staff have received training on how to conduct their business safely whilst within your home and will take the following steps to ensure everyone's safety.

COVID-19

Safety Measures

6 simple steps our staff always take to ensure everyone's safety

COVID-19

Safety Measures

At all times, our staff will ask questions from a safe distance and where possible will do this from outside of the property.



Our staff will wash or sanitise their hands before and after every home they visit.



Our staff may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely.



Similarly, where required, staff may wear a fresh face covering at each home they visit. They will dispose of these safely.



Any equipment our staff may use will be disinfected before and after.



To minimise the time we spend within your home, we will complete our notes outside of your property.



A photograph of a family (father, mother, and child) sitting at a table and playing the game Jenga. All three individuals are wearing white face masks. The father is on the left, the mother is on the right, and the child is in the center. They are all focused on the game. The image has a blue tint and is overlaid with text.

Thank you for
considering this.

We are committed to
providing a safe working
environment for our
people and for service
users whose properties
we may have to enter
from time to time.

COVID-19

Safety Measures



"Five Steps to Safer Working Together"

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance**
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**