

Home visits and Covid-19

Guidance for Customers

We know these are difficult and challenging times and therefore the safety of our customers and colleagues is very important to us. Although some of the formal restrictions brought in by the Government to limit the spread of Covid-19 have been lifted from the 19 July 2021 the virus continues to be a threat and is still easily spread.

We will be conducting home visits as safely as possible. Although the wearing of a face covering is not mandatory, we are aware that individual circumstances mean that for some the wearing of a face covering is still important to them. **We have recommended our staff wear a face covering when undertaking visits to customers' homes and other activities while out of the office.** Please do not be offended if our staff member is wearing a face covering.

You also have a part to play in the safety of your home visit. We would ask that you note the following:

- When our staff member visits you and before entering your home you will be asked questions on your COVID19 status, including whether you or a member of your household have any symptoms or have been exposed to someone who has the virus.
- During the visit you will always be expected to maintain a safe distance from our staff member, aiming to stay at least a metre apart.
- We would ask that the visit is limited to no more than you and 1 other member of your household. Our staff may choose to end a visit if this requirement is not adhered to.
- You should consider whether you want to use your own protective equipment, like face coverings and gloves as we will not be able to provide these.
- In addition to wearing a face covering during the visit our staff member may also wear additional items such as shoe covers and gloves if the nature of your visit requires this.
- Our staff member will avoid touching surfaces in your home but they will carry with them a hand sanitiser should this be required.
- We would ask that you open doors and windows for additional ventilation in advance of our visit.
- Staff may ask for your consent to take photos or video images to assist with the visit and help reduce the time they need to spend in your home.
- Our staff member will not close any doors on leaving to avoid coming into contact with surfaces.

Thank you for your patience and understanding.