

Office Visitor Procedure



Keeping our visitors, clients and staff safe is our top priority during the COVID-19 pandemic.

That is why we continue to **recommend virtual ways of staying in touch** to avoid the need for face to face client meetings, which is particularly important for anyone in an at-risk group.

In some circumstances there may be a need for you to come to our offices, for example if you need to meet your case-handler or usual contact. For those occasions, the following rules and safety measures will apply.

These safety measures will be kept under constant review in conjunction with Government guidance.

If you are not adhering to the safety measures highlighted in this document then you will be asked to leave for your own safety and that of our staff and other visitors.

We thank you in advance for helping yourself, our staff and other visitors to stay safe.

The current measures and rules for visiting are:

All visits must be pre-booked with your case-handler/usual contact. No entry is possible without a pre-booked appointment. You will be told where to enter and leave the building. Toilet facilities will only be available in an emergency. At any point during your visit you may be asked to leave the building.

You should not come if you have any COVID-19 symptoms or linked health concerns.

You should not come if anyone in your household develops any Covid-19 symptoms.

Any visitor with a high temperature, a new, continuous cough or loss of smell or taste will not be admitted and asked to leave.

If you cannot come to your original booked meeting, you must ring or e-mail, using the contact details you have, and we will rebook your appointment.

It is likely that you will be asked some health questions when booking your visit. You will probably also be asked to answer the same questions again when you arrive for your visit.

If you have special needs or access requirements, please speak to your case handler/usual contact about them when you book your visit.

Do not bring anyone else with you on your visit, unless you need special assistance.

Bring as few bags, coats and other loose belongings with you as possible.

Bring your own food and drink, including means to consume it.

Arrive on time. We aim to space out visit times to limit the number of visitors attending the office. If you arrive too early you may be asked to return nearer to your booked time. If you arrive too late you may be declined entry and may need to rebook for a different time.

When your visit is over, you will need to promptly leave. The visit should not last any longer than the face to face element demands. If the meeting can resume later by virtual means then that is what should happen.

You must clean your hands with the hand sanitiser, especially when entering and leaving the building. Hand sanitiser will be provided throughout.

Maintain social distancing, keeping your distance from other people wherever possible. Signs giving instructions are set out on the floor and walls of our offices, please look out for these.

Follow the directional one way system. While we have put directional signage in as many areas of our offices as we can, sometimes keeping your distance is just not always possible. For example, a corridor may be too narrow to keep apart from someone else. In these situations, it is best just to use your common sense.

Practise good hand hygiene. In addition to using the hand sanitiser provided, refrain from touching surfaces and door handles where you can.

Carry your own tissues with you. If you cough or sneeze, use the tissues you have brought with you, bin the tissue and then use a hand sanitiser.

If you have chosen to wear a disposable face mask, please dispose of it as you leave the building.

August 2020

EXETER

Broadwalk House
Southernhay West
Exeter
Devon, EX1 1UA

01392 207 020

TEIGNMOUTH

2-3 Orchard Gardens
Teignmouth
Devon
TQ14 8DR

01626 772 376

NEWTON ABBOT

10 St Paul's Road
Newton Abbot
Devon
TQ12 4PR

01626 207 020