

COVID-19

Safety Measures

This is a short message to explain how we are working to ensure we can enter your home 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:

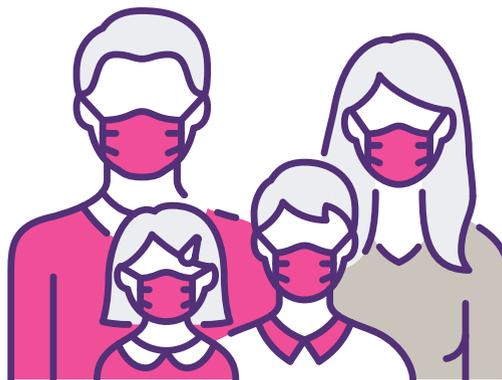
COVID-19

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- 1** 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?



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



- 3** 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.

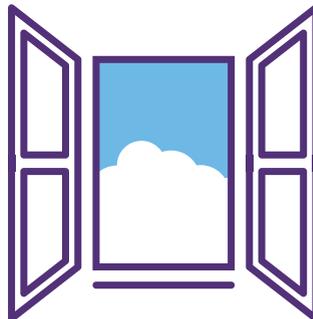
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Before our staff member enters your home there are some **simple steps** you can take to help us do so safely. **If possible, please:**

- 1** Clean any contact points such as door handles and surfaces



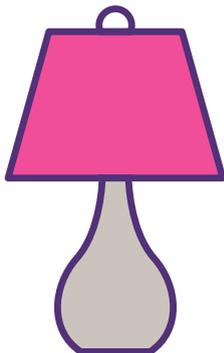
- 2** Leave windows open for ventilation



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



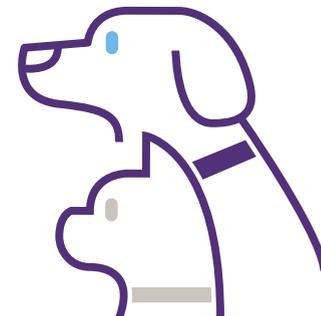
- 4** Keep all areas well-lit and open window coverings



- 5** Where possible, you and other occupants of the household should stay in another room or in the garden or driveway.



- 6** Shut pets away safely within another room



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.



Simple steps our staff **always** take to ensure everyone's safety

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



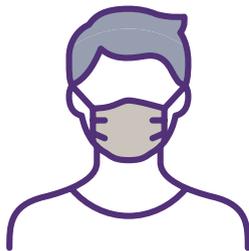
- 2** Our staff will wash or sanitise their hands before and after every home they visit



- 3** Our staff may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely without compromising you



- 4** Similarly, where required, staff may wear a fresh face covering at each home they visit. They will dispose of these safely without compromising you



- 5** Any equipment our staff may use will be disinfected before and after each use



- 6** To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property



Thank you for
considering this.

We are committed to
providing a safe working
environment for customers
and staff whose properties
we may have to enter from
time to time.

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Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• 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** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

We are happy to confirm that we have complied with the government's guidance on managing the risk of Covid 19. This guidance is often referred to as **“Five Steps to Safer Working Together”**. You may have seen this poster which explains the five steps.



West of
Scotland
Housing
Association