

Covid-19 Policy

Although people of all ages can get coronavirus, those of us who are elderly or have pre-existing medical conditions such as asthma, diabetes, or heart disease are at higher risk of becoming severely ill if we contract the infection. Since these categories will include many of our customers, please ensure you follow this policy fully.

If you experience any of the below symptoms, you will need to stay at home for 7 days. If you live with someone who shows these symptoms, you'll need to stay at home for 14 days from the day the first person in your home starts having symptoms:

A high temperature – this means you feel hot to touch on your chest or back.

A new, continuous cough – this means coughing a lot for more in an hour, or experiencing worse than usual

Wash your hands and wrists. Do so frequently, as often as you judge as reasonable, but certainly it must be the first thing you do every time you visit a customer and the last thing you do when you leave.

Please stop shaking hands with anyone, anywhere, whether at work or not.

Avoid hugging and kissing anyone apart from your immediate family.

Why not do an elbow touch or air high-five instead?

Do not share cups or water bottles.

Please take your temperature at the start and end of each day.

Do not share cutlery or crockery without thorough cleaning first.

Do not share food and drink which may have come into contact with other individuals first.

Clean the rim of beverage cans/bottles before decanting.

Please, always and without exception, wear new disposable gloves and a plastic apron every time you visit a customer.

Doing this is perhaps the biggest single thing we can all do apart from hand washing to reduce the risk of infection.

Also, don't forget to bag and bin all used Protective Equipment.

Please wash your uniform every day. This again will reduce the chance of cross infection. If you do not wear a uniform, wear clothing that can be easily and frequently washed.

Please refrain from touching your face, nose and eyes as far as is reasonably practical.

Why not try and have a competition with your family and friends to see who can do this for five minutes?

Clean working surfaces as frequently as possible with the correct anti-bacterial solutions, especially in areas with a high general use.

Refrain from using other peoples' telephones and ensure that you clean your own phone(s) frequently.

Clean keyboards frequently, especially if hot desking.

Try to use your own equipment if possible.

At the point of entry and exit to any building and anywhere else that many people will have touched surfaces, please wash your hands. If no hand washing facilities are accessible, use hand sanitiser if available but it must be noted that this is not as good as hand washing.

Switch off, if possible, or do not sit directly under, air conditioning units.

Unless absolutely necessary, don't meet in large groups. What about using Skype, FaceTime or similar options instead?