

Guidance for your appointment

To help us start to return to work in a way that prioritises the safety of our clients and our colleagues, additional safety measures have been put in place here at Wilkin Chapman when arranging an appointment.

To help us do this you will be asked the following questions:

Pre-appointment checklist

- Do you or anyone in your household have Covid-19?
- Do you or anyone in your household have any Covid-19 symptoms?
 - Dry persistent cough
 - Raised temperature
 - Sore throat
 - Loss of taste or smell
- Are you in self isolation due to travel restrictions?
- Are you in self isolation following contact by the NHS Test and trace service?
- Are you or a member of your household shielding?

If the answer to any of these questions is yes, we will request that the appointment is delayed until the relevant issue or deadline has passed.

Additional guests

Please do not bring anyone else with you to the appointment unless this has been agreed beforehand.

If you are being accompanied to the meeting by someone outside of your household or your 'support bubble' it is essential that we are informed that this is the case before the meeting so that we can arrange the appropriate room layout to ensure social distancing.

A 'support bubble' can be formed by an adult who lives alone or with dependent children with one other household.

Arrival

Please arrive as near to your allocated appointment time as possible (preferably no more than 5 minutes) to keep waiting times in the reception area to a minimum.

When entering the building could you please use the hand sanitiser available **at the entrance**. You will be required to wear a face covering when entering the reception area. If you (or anyone attending with you) are exempt from this requirement, please let us know before attending the appointment.

Please be aware that the member of staff that you will be meeting will also be wearing a face covering. If you need to lip read, please advise us and we will ensure that we wear a Perspex face shield in place of a face covering.

The meeting

Our meeting rooms are prepared immediately prior to the allocated time in readiness for the meeting and appropriately sanitised.

Unfortunately, we will be unable to offer our usual refreshments and the use of our restrooms is restricted at this time.

We hope that you appreciate that the measures we have put in place are for the protection of everyone.

If you have any questions regarding your appointment, please do let us know.