

## **INFORMATION ON ATTENDING APPOINTMENTS DURING THE CORONAVIRUS PANDEMIC**

Due to the coronavirus pandemic we've had to make some changes to how we do things to keep people safe when you come for an appointment. Your safety is our top priority

### **Before attending your appointment**

- We'll contact you before your appointment to ask some questions to make sure you and everyone in your household have no coronavirus symptoms
- Please try to attend the appointment by yourself, but for children and people needing support, you can bring one person with you

### **When you arrive**

- When you arrive, you'll see a sign on the door explaining how to enter the building. If it is busy you may be required to queue.
- We will only allow one appointment into the reception area at a time
- When you check in, you will be asked to complete a short sign-in questionnaire, asking you to confirm you have no coronavirus symptoms
- Please wash your hands when you arrive or use the hand sanitiser available
- Please always try to maintain social distancing

### **Your appointment**

- A staff member will come and meet you for your appointment. It may take place in a bigger room and we may sit further away from you to maintain social distancing
- The staff member speaking to you may be wearing a mask
- You are welcome to wear a mask if you wish
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If you have any questions about our services during the pandemic, please contact the appropriate team or email [covid19@stepbystep.org.uk](mailto:covid19@stepbystep.org.uk) |