

## Westcott Wills Covid Policy

### For clients coming to 46 Warwick Road

- Clients will be called the day before an “in person” appointment to confirm they are symptom free and that everyone in their household is also symptom free, and told not to attend if they develop any symptoms prior to the meeting. They should also not attend if they are in self-isolation for any reason, or they or anyone in their household has had a positive Covid test result within the previous two weeks.
- Clients to call on arrival, and I will come to side gate and invite them around the side and through the kitchen door. Please do not touch anything where it is not necessary.
- Anti-bac will be available on arrival.
- Table and chairs will be wiped over with anti-bac before clients arrive.
- Masks to be worn until seated.
- Seating will maintain appropriate social distancing, but masks can be removed at this point.
- Papers to be ready for client and placed ready for them in their place.
- Nicola will have the documents open on her laptop, for ease of reference and reading together, whilst maintaining social distance.
- Anything Nicola is required to sign will be signed after the client has finished signing their parts so that the documents do not have to be handed back and forwards.
- Client preferably to use their own pen. If they do not have one, we have a supply that have not been touched.
- Client to be offered anti-bac on departure, and will wear mask as leaving.
- Tables and chairs will be wiped over with anti-bac once the clients have left.

**Address:** 46 Warwick Road, Bishop's Stortford, Herts, CM23 5NW

**Mobile:** 07941 069 823

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## For home visits

- Clients will be called the day before an “in person” appointment to confirm they are symptom free and that everyone in their household is also symptom free, and told not to attend if they develop any symptoms prior to the meeting. They should also not attend if they are in self-isolation for any reason, or they or anyone in their household has had a positive Covid test result within the previous two weeks.
- Nicola will carry her own anti-bac hand wash and will clean her hands on arrival at the home visit.
- Nicola will have anti-bac wipes with her to wipe down any surfaces she needs to touch, for example any table and chair, both on arrival and on departure. However, she will avoid touching anything unless necessary.
- Nicola will not bring any unnecessary equipment to the home visit, and everything she does bring in will be wiped before use.
- Nicola will wear a mask on arrival, and asks clients to do the same until seated with appropriate social distancing in place.
- Any papers to be handed to clients on arrival.
- Nicola will open the documents on her laptop, for ease of reference and reading together, whilst maintaining social distance.
- Anything Nicola is required to sign will be signed after the client has finished signing their parts so that the documents do not have to be handed back and forwards.
- Client to use their own pen.
- Nicola will clean her hands on departure, and also wipe down anything she has touched.

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