

When you visit our office, we will be doing what we can to reduce the risk of Covid-19 transmission. Please help us to do this. The health and wellbeing of you and our staff is important to everyone.

These are challenging times and we really appreciate your understanding and patience as we do our best to keep clients, visitors and staff safe and well.

It is best to work with us remotely

During any lockdown period, our offices may close to the public and meetings will only be possible by appointment.

Even if you have an appointment, you must only travel to our offices if the restrictions allow. As everyone's circumstances are different, we cannot advise you on your obligations under the restrictions and you should check the government's guidance. You should cancel any appointment if you are not sure that you are allowed to travel, and we will make alternative arrangements with you.

Whether or not our offices are open, there are a lot of ways that we can use technology to meet with you at distance.

If you are coming to see us in our offices

We ask all visitors to our offices to observe social distancing rules. All of our staff will do the same.

- Stay at least 2 metres apart from other people, other than members of your own household
- Do not bring people into the office if they don't need to attend
- If anyone needs to wait for you, it is safer for them if they wait outside
- Do not arrive early, to avoid having to sit in an open waiting area
- Take notice of floor markings and screens, as these help you to keep a safe distance apart
- We suggest you bring your own pen if you need to sign anything.

Please follow good hygiene advice.

- Use the hand sanitiser provided when arriving at and leaving our offices
- If you cough or sneeze, cover your mouth and nose with a tissue or sleeve (not your hands)
- Put used tissues in the bin immediately and always clean your hands afterwards.

Face coverings

You will be required by law to wear a face covering when you are in the office. Some people are exempt from this requirement for age, health or disability reasons. If you are exempt, please let the person you are meeting know in advance so that alternative arrangements can be made.

If you are unwell

Stay at home if you or anyone in your household has symptoms of Covid-19 and follow all government and health authority advice. Phone us to discuss what to do next.

What else are we doing?

To keep everyone safe at all times, not just during your visit:

- All our offices are thoroughly cleaned on a regular basis
- Many of our staff are staying home to stay safe
- Our desks are all at least 2 metres apart
- We are limiting how many people can enter the building
- We encourage everyone to avoid public transport at peak times if possible

If you become unwell

Please see the reverse of this leaflet for information about what to do if you later discover you have Covid-19 and what we will do if there is a confirmed case in our offices.

If you become ill

If you become ill due to Covid-19, please let us know either directly or by informing the health authorities that you have had close contact with someone at our offices.

You only need to do this if you become ill within 14 days of your visit.

This will help us to make sure that our staff self-isolate if necessary, and hopefully limit the spread of the virus.

Please contact either:

- the person you were visiting
- our Client Services Team:
 - 0800 614 722
 - enquiries@birchallblackburn.co.uk

Keep this leaflet for your information. You can keep a record of your visit here:

Date	
Approximate Time	
Who you met	

If we have a confirmed case

We are keeping a record of all visitors. Please make sure we have an up-to-date contact phone number for you. This is so that we or public health authorities can contact anyone who may be affected if one of our staff becomes ill due to Covid-19.

You will be contacted if you recently had close contact with a member of staff who has become ill or if we think you might have been exposed for some other reason.

If this happens, you will be given advice about what you should do next.

To protect our staff and future visitors, the office will be closed if necessary until we are satisfied that it can be safely reopened.

Thank you for working with us to help combat the virus