



Unity Mobility – Covid Statement

Here at Unity Mobility we are committed to providing a safe environment for the wellbeing of everyone; our visitors, clients, staff and volunteers.

As a result we have provided a 8-step guidance leaflet for safe working. Please read and follow the guidelines as this will help us keep everyone using our mobility services safe.

- 1 If you have any Coronavirus symptoms please **do not** come to our offices. Stay home and follow Government guidance with regard to medical support, testing and self isolation. Please note, the main symptoms of coronavirus include a high temperature, a new continuous cough and loss of taste and smell.
- 2 **Do not** call into our offices without booking a prior appointment. We need to manage the number of callers to our reception area, reduce waiting times and ensure we can maintain information for contact tracing should there be a need for this. As a result all equipment hire must be pre-booked to reduce risk to staff and clients. Please use our online services including our booking and payment service, or contact us by telephone to discuss any issues with regard to hire.
- 3 Facecoverings **must be worn** at all times (unless you are exempt for medical reasons) and the 2 metre social distancing rules must be adhered to at all times. Visitors will not be able to enter the 'restricted' staff zone.
- 4 To reduce risk all equipment is thoroughly cleaned between hires with antibacterial and virucidal cleaners and equipment will also be 'rested' between hires where possible.
- 5 Hand gels are available at the entrance to our reception area and all visitors will be expected to use these before entering the reception area and again when leaving.
- 6 Staff will wear appropriate PPE when handling mobility equipment, including gloves, aprons and face coverings when delivering and collecting equipment. This applies both in the office reception area and also when delivering or collecting items from a clients home.
- 7 Clients should use/mount equipment such as mobility scooters unaided. If help is needed for the immediate safety of the client staff can assist using the appropriate PPE.

- 8 Clients must take any waste items such as tissues, masks, gloves etc. with them when returning equipment. They must also ensure they have taken all bags and other belongings with them as these cannot be stored safely in the Unity Mobility offices.

Thank you for helping us keep our service and our staff safe.