

## **Things to know before coming to your appointment at RSD**

- Only **one person** should attend an appointment. If there are exceptional reasons for another person to accompany you (e.g. to interpret) this must be prearranged to ensure our room can accommodate you.
- Ensure you have given us your correct **contact phone number** so that we can contact you if required, especially in relation to any Covid-19 tracing. If there is an interpreter with you we need their full name and phone number too. Phone numbers may be passed to the Community Centre to meet their legal responsibilities, if this is the case they will be retained for 21 days after your visit.
- On arrival at the community centre use the entrance in the middle of the building – steps to main door. If you have difficulty with steps let us know and we will arrange another entrance for you.
- **Face covering must be worn in the centre** and may be required to be kept on during appointment.
- Tell reception staff (through the glass screen to your right as you enter main door) your name and who you are meeting and they will contact RSD to collect you.
- Use the **hand sanitizer in the reception area** before entering the door to the offices.
- Visitors must keep a **social distance of 2 metres from workers** and others in the centre as much as possible.
- No children or babies at appointment except under exceptional circumstances (e.g. if you are a single parent and have no support network to help with childcare). In this instance you should avoid bringing buggy/pram.
- As much as we would like to there will be no contact greetings such as shaking hands at the beginning or end of your appointment.
- Visitors should refrain from touching desks or equipment in the office
- RSD requests that clients bring in their own pen to use if they have one.
- RSD is unable to offer any food or drink to visitors. The café is open should you wish to purchase refreshments before or after the appointment.
- No food or drink from outside to be brought into the office.
- Clients must take any rubbish they have home with them e.g. used tissues.
- There may be more appointments during the day therefore it is appreciated if the client leave promptly after their support has finished.

## **If you become ill after your appointment at RSD:**

If you have coronavirus symptoms:

- a high temperature
  - a new, continuous cough
  - a loss of, or change to, your sense of smell or taste
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- You should arrange to get a test – contact 111 for advice, or 119 to book a test
  - Do not leave your home for 10 days, and do not have any visitors
  - Everyone in your household should also remain at home until you have your result.

**Please inform RSD if you have been unwell and as soon as possible if you receive a Positive Covid-19 test result.**