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## COVID – 19 Safety Procedures and Working Practices

This document has been sent to you in advance of the visit to carry out either a demonstration or service call. It tells you what we are going to do to protect you and ourselves from the threat of Covid-19 and what you can do to play your part.

### We will:

- Not cross any tier boundaries where travel is inhibited, as determined by the UK Government, to reduce the risk of spreading the virus.
- Explain these measures to you over the phone or by email prior to our visit and also explain these measures once again in person.
- Ensure our employees self-assess that they or anyone in their household are not displaying symptoms.
- We ask you to confirm that you or anyone in your home is not displaying symptoms.
- For demonstrations, always conduct this over conference calling facilities where possible.
- For face-to-face demonstrations, we will not enter your home unless it is unavoidable.
- In all cases, we will sanitise our hands upon arrival and wear, gloves, face masks and a visor for the duration of the visit.
- Bag and remove all rubbish (if relevant).
- Sanitise the touchpoints of any products to be brought into your home.
- Supply you with one set of gloves if you do not have your own and if you are to use the product as part of a demonstration.
- Supply you with a mask for use at the demonstration if you do not already have one of your own.
- Put a disposable roll/paper on the riser recliner or bed (where applicable) to cover the touchpoints.
- Where a disposable apron where social distancing needs to be reduced to 1m e.g. if measuring a customer for a fitting.
  - When social distance is reduced to 1m we will also increase the rate of hand-washing/sanitisation, keep the time at 1m distance to a minimum, put on an apron to further reduce potential touchpoints, where possible remain at your side and if a repeat visit is needed we will endeavour to make it the same person that visits you.

**Spring Chicken**, The Old School, First Turn, Oxford, OX2 8AH

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Registered in England & Wales number: 08415454. VAT number: 174945471

\*Updated 03 October 2020 – Copies available on our Website along with our Risk Assessment



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- Take our temperature daily.
- Take your temperature at the start of the demonstration.
- Not shake hands or accept anything (e.g. tea/coffee).
- Always remain at a safe distance.
- For deliveries, either:
  - Leave your product outside for collection, or
  - Leave it in an unoccupied space/room.

**We would ask you to:**

- Wear a mask for the duration of our visit (unless exempt).
- Confirm nobody in your household is experiencing Coronavirus symptoms or is isolating.
- Open the door and step back into the property allowing us to bring items inside and to also open all doors where the demonstration/delivery will take place to minimize touchpoints in your home.
- Where reasonably practicable, safe and secure we will ask you to open your windows to increase ventilation during our visit.
- If receiving a delivery:
  - When leaving the product outside for you, please ensure there is someone to help you move the product inside your home if you're unable to.
  - When delivering inside your home, please prepare a space/room for our member of staff to deliver into alone. Items in the way will be moved by our member of staff where necessary however please allow enough space. They will then exit to a safe distance for you to have an opportunity to inspect the goods before the delivery is completed.
- Household members, children and pets should be isolated in separate rooms whilst work is carried out.

If you experience a fault/issue with your product then we're always here to help. Please call us in the first instance so we can try to resolve your problem over the phone. If we're unable to resolve over the phone then we will advise you as to the best course of action which can involve either a return of the product to our service centre or a service call out by one of our engineers. We will practice social distancing at all times and would appreciate your assistance in making this possible.

**If you live in assisted living/care home/a clinical setting, we would like to contact the manager/duty manager to discuss any other procedures required.**

**If at any point, before the visit, either party shows any signs of infection in their households the appointment must be cancelled and rescheduled. Thank you for your cooperation.**

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