

turpin barker armstrong

Covid-Secure Procedures for Visitors to Sutton



With effect from 7th August 2020 please see below our visitor Covid-Secure procedures. For the safety of visitors and staff please read carefully and adhere to the procedures when visiting the office. We thank you for your co-operation in keeping a safe and secure environment at our office.

- Visitors will be contacted the day before their appointment to confirm that they have no Covid symptoms, have not been in contact with anyone who has Covid symptoms, been asked to self-isolate or visited a foreign country. Your contact details will be taken at this time for test, track and trace purposes.
- If you have an appointment but feel unwell on the day, please do not visit and either reschedule the appointment for at least two week's time or arrange a virtual meeting.
- On arrival at Allen House please press the intercom button which will be answered by the receptionist. Step back from the door which will open automatically - you do not need to pull or push it.
- If someone is waiting to enter/exit please allow them to do so before passing through the entrance.
- In line with government guidelines visitors must now wear masks upon entering the office. Masks will be available in the lobby should you forget your own.
- Your temperature will be taken automatically on entry. If your temperature is too high "abnormal temperature detector" will be heard. If you hear this please leave the building immediately, wait ten minutes and try again. If on the second attempt your temperature is still too high please leave the building and reschedule your meeting for at least two week's time or arrange a virtual meeting.
- If your temperature is normal please use the anti bacterial gel provided in the lobby or proceed to the toilets to wash your hands.
- Only enter reception once your hands are clean and you are wearing a mask.
- All common touch areas have been lacquered with an anti bacterial coating.
- Only two visitors are permitted in the reception area. Please ensure you remain socially distanced while you wait to be directed to your meeting room.
- Please keep a 2 metre distance when in the building wherever possible.
- If you begin to feel unwell during a visit to the office please advise a staff member who will direct you to the Isolation Room.
- Female toilets are now situated on the first floor and male on the ground floor.
- Only one person to occupy the toilets at any one time. The slider on the entrance door should be moved as appropriate by your elbow to confirm that it is engaged/vacant.
- Lanyards will not be issued.
- Staff are not currently permitted to shake hands with any visitors and will be required to maintain a 2 metre distance throughout the meeting.
- Refreshments will not be provided during your visit, although water will be available.
- Please use the antibacterial gel when leaving the building.