

THE INDEPENDENT LIVING CENTRE



Semington, near Trowbridge

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www.ilc.org.uk



Covid-19 Update - 19/06/2020

Now that the Government has started relaxing restrictions, and shops and other services have started re-opening, we wanted to share our initial plans for taking bookings again at the Independent Living Centre.

As the ILC is such a large building, and we have other charities in the office space upstairs, there is a lot to take into consideration when ensuring the centre is safe to be opened to the public. A lot of our visitors have medical conditions which put them at increased risk if they were to catch Covid-19, so we have no intention of rushing the process. As such, we are currently aiming to start face-to-face appointments again from August, with priority given to clients who had their assessments cancelled at the start of lockdown. This is likely to take us through to September, at which point we will be able to see new clients again.

Our Occupational Therapist and Benefits Adviser are still offering telephone/email appointments, and we are keeping a waiting list for people who require a face-to-face assessment, so please do continue to get in contact with us.

Some of the changes you are likely to see when coming for an appointment are:

- The front door will remain locked, so visitors will only be able to attend by invitation.
- We will ask that visitors either come alone, or with only one carer/family member where possible.
- We will ask clients to wait in their car once they have alerted us to their arrival.
- Clients with Covid-19 symptoms (e.g. a new persistent cough) will be asked to reschedule their appointment.
- We will take clients' temperatures using a non-contact thermometer before beginning the appointment. Clients with raised temperatures will unfortunately also be asked to reschedule.
- We will ask all clients who are medically able to wear a mask to do so. These can be brought from home or provided at a cost of £1 per mask.
- The Occupational Therapist or Benefits Adviser will be wearing PPE during the appointment.
- There will be several hand sanitising units throughout the building.
- Assessments will take place in one room where possible, with items of relevant equipment brought to the client, instead of taking the client to the equipment. This minimises contact with items en route, and makes it easier to keep track of the equipment which needs cleaning between appointments.

We hope you're all staying safe and well, and look forward to seeing you at the centre again soon.

Best wishes,
The ILC Team

**The Independent Living Centre,
St. George's Road, Semington, BA14 6JQ**

Registered charity number 10000659