

# THE INDEPENDENT LIVING CENTRE



Semington, near Trowbridge

01380 871007

[www.ilc.org.uk](http://www.ilc.org.uk)



## Covid-19 Update - 30/07/2020

As hoped, we have been able to start booking face-to-face appointments again from August. Priority has been given to clients who had an appointment cancelled due to lockdown, and those who have been added to the waiting list following telephone assessments over the last few months. We are still working our way through the waiting list, so please don't be concerned if you haven't heard from us yet.

If you aren't currently on our waiting list and would like some advice about equipment or benefits, please give us a call on 01380 871007 or email us at [welcome.ilc.semington@googlemail.com](mailto:welcome.ilc.semington@googlemail.com). Our Occupational Therapist or Benefits Advisor will be able to contact you with some information, and book an appointment for you if needed.

**Please be aware that we are experiencing a very high number of calls and emails at the moment, so there may be a delay of up to two weeks before they are able to respond.**

If you have an appointment booked at the centre, please see below for the guidelines put in place to ensure this is as safe as possible. You will also get a copy of this information posted or emailed to you prior to your assessment.

- If you are experiencing symptoms of Covid-19, or have been in contact with someone with the coronavirus in the last 10 days, please phone to reschedule your appointment.
- Please come alone to the appointment if possible, otherwise one friend/family member/carer can attend with you as long as they aren't experiencing symptoms of Covid-19, and have not been in contact with someone with the coronavirus in the last 10 days.
- When you arrive for the appointment the front door will be locked. Please remain in your car and phone 01380 871007 from your mobile to let us know you have arrived. A staff member wearing PPE will come and take your temperature using a distanced thermometer. If you or your companion have a raised temperature, we will unfortunately need to reschedule the appointment.
- You will then be taken into the building to begin your appointment. You and your companion will be expected to sanitize your hands and wear a mask, unless you are exempt due to your medical condition. You can bring a face covering from home, or buy a disposable mask at the ILC for £1. Please bring exact change as we cannot take card payments for PPE.
- The Occupational Therapist or Benefits Advisor will be wearing full PPE throughout your appointment. Assessments with our Occupational Therapist will be limited to one room, with relevant items brought in for you to see and try. Social distancing of 2m will be maintained where possible, and if close contact is needed (e.g. taking measurements) then this will be limited to a maximum of 15 minutes. Appointments with our Benefits Advisor will be held in the conference room to allow for social distancing.
- An accessible toilet will still be available for use at the centre.

If you have any questions, please give us a call and we will be happy to explain any of our policies further.

**Please be aware that the ILC building is currently only open to those who have been given an appointment following a phone call with our Occupational Therapist or Benefits Advisor.**

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**