

THE INDEPENDENT LIVING CENTRE



Semington, near Trowbridge

01380 871007

www.ilc.org.uk



Important Service Update - 3/9/2021

We are thrilled to announce that we will be able to start booking a limited number of assessments again from mid-September. Please note that unfortunately this does not include scooters or electric wheelchairs at this time.

Please get in touch with us on **01380 871007** or **welcome.ilc.semington@googlemail.com** to arrange a phone call from our Occupational Therapist. A face-to-face appointment at the centre may then be offered following this initial conversation.

Please be aware that all assessments booked with our Occupational Therapist may need to be cancelled or rescheduled at short notice due to Covid-19 restrictions, and a telephone appointment may be offered instead.

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 your appointment please park in the disabled parking bays at the front of the building – a blue badge is not required. When entering the building, 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 will be wearing PPE throughout your appointment.
- An accessible toilet will still be available for use at the centre.

Please be aware that the centre is currently only open to those who have been given an appointment following a phone call with our Occupational Therapist, and we are unfortunately unable to offer a benefits advice service at present.

If you have any questions, please give us a call and we will be happy to explain any of our policies further. We hope you're all staying safe and well, and look forward to seeing you again soon.

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

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