

THE INDEPENDENT LIVING CENTRE



Semington, near Trowbridge

01380 871007

www.ilc.org.uk



Important Service Update - 15/12/2021

We are currently only able to offer a limited service due to staff shortages, and we ask that all visits to the centre are arranged in advance. We are closed between 23rd December 2021 – 4th January 2022, and are unfortunately unable to offer any appointments now until the new year.

If you have a general enquiry, or would like to be added to our waiting list for an assessment or advice from our Occupational Therapist in the new year, please give us a call on 01380 871007 or email us at welcome.ilc.semington@googlemail.com. Availability of face-to-face appointments will depend on Government restrictions at the time, and may be subject to change.

If you already 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 get in touch 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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