

The Coronavirus pandemic has changed the way we live our lives and work.

We have tried to ensure that wherever possible essential services have been maintained, while making sure we adhere to the Scottish Government guidelines to help to control Coronavirus.

Now the Government have introduced some additional Coronavirus measures, we have reviewed our services and can advise of the impact this will have to the delivery of our tenant service offering.

Some of the immediate changes are;

- Contractors and staff will take a lateral flow test prior to attending your home.
- We would encourage all tenants to take a lateral flow prior to staff or contractors attending and ask them to inform us immediately if this is positive.
- We will still attend your home only in an emergency if you have COVID or are isolating.
- We ask a reasonable distance is maintained between staff, contractors and our tenants.

Homes and Services
that make life better.

We would like to thank you for your understanding in these difficult times and for helping us to help you and our staff stay safe.

 Find out more at:

www.caledoniaha.co.uk

www.cordalehousing.org.uk

Get in touch via



Connect: your online app 0800 678 1228



info@caledoniaha.co.uk

info@cordalehousing.org.uk



Staying safe in
our communities

RESUMING
SERVICES



INFECTION CONTROL MEASURES

What we do to ensure COVID safe visits



Staying safe in our
Communities



PREPARING FOR A HOME VISIT

CHECK that the visit is required. Can the task be completed remotely? **If YES we will not visit.**

- **ASK** for the full household's health details. If someone has COVID-19 symptoms or is self-isolating we will decline the visit & make alternative plans.
- **STAFF** will undertake a lateral-flow test prior to attending your home. If this appears positive then the visit will not go ahead and we will make alternative arrangements. We encourage all tenants to complete a lateral flow test prior to our visit and inform us immediately if this is positive; the visit will only go ahead if it is an emergency.
- **ADVISE** you of the required safety measures:
 - a clear, clean & well-aired space must be available
 - social distancing of 2 metres must be observed
 - staff will wear appropriate PPE
 - a pre-visit screening check will be undertaken before the visit
- **LOG** all visits & details in our system.



DURING A HOME VISIT

STAFF will check before the journey that you are home or if there will be anyone else at the property during the visit and that all remain negative for Covid-19

- **RECONFIRM** the visit is still required
- **WEAR** appropriate PPE
- **COMPLETE** a screening checklist when we arrive & before entering the property



USING PPE

HAND SANITISER will be applied before entering & after leaving a property, even if gloves are worn.

- **DISPOSABLE GLOVES** worn if regularly used surfaces are likely to be touched.
- **FACE COVERING** worn if close contact with you is likely & 2m distancing isn't possible



AFTER A HOME VISIT

You must **CONTACT** your **Association** if anyone in the household develops symptoms.

- **KEEP A RECORD** of all appointments in case we need to get in touch with you.
- Your tenancy file will be **UPDATED** with the details of the visit.



If **WE** are concerned safety measures are not being met we will explain we need to rearrange a visit and explain why.

If **YOU** are at all concerned safety measures are not being met please tell us. We will do our utmost to rectify or find an alternative way.



REMEMBER to keep a reasonable distance

The Coronavirus pandemic has changed the way we live our lives and work.

The Scottish Government provides us with the measures and precautions we are required to take to keep our staff, our contractors and all of our tenants as safe as possible.

We are constantly reviewing the guidance to allow us to continue to deliver our services to as many of you as possible in a safe manner.

In accordance with the most recent update from the Scottish Government, we will continue to;

- **Deliver services remotely, as much as possible, with offices remaining closed**
- **Visits are subject to COVID screening checks, lateral flow testing & infection control measures**
- **PPE, face coverings & a reasonable social distance must be maintained**

Delivery of essential services is only possible when strict Coronavirus control guidelines are followed. This leaflet tells you how we will do that and what changes you can expect.