

COVID-19

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During the COVID-19 pandemic, we are taking additional steps to ensure everyone remains healthy and safe while continuing to provide our essential services across our catchment areas.

It is very important that you inform us in advance if you, or anyone in your household, is displaying symptoms or is self-isolating in connection with COVID-19.

Unfortunately, due to strict Government Guidelines, we will be unable to attend your appointment if you or anyone in your household is displaying symptoms or self-isolating. We will of course treat this information in the strictest confidence and will be happy to provide services online or reschedule your appointment.

If a Action Deafness staff member arrives at an appointment and attendees have COVID-19 symptoms or social distancing guidelines are not being followed, they will not be allowed to stay. You will still be charged for this booking.

WHAT ACTION DEAFNESS IS DOING

You might also like to know about the measures Action Deafness has taken to manage the risks of exposure to COVID-19 when our team meet with clients and customers.

We have implemented a COVID Safety Assessment Plan including:

- Good hygiene practices such as regular hand washing / sanitising.
- Following social distancing guidelines.
- Using PPE in appropriate situations.
- Regular communications with employees on COVID safe practices including notifying us if they or a member of their household is not well so we can manage the risks to the health and safety of our employees, clients and customers.

WHAT YOU CAN DO

- It is important to us to be able to continue to provide our regular and essential services to you and your family at this time.
- Please help us to manage the risks to the health and safety of our employees by cooperating with the measures we have outlined above.
- Do the same things for us that you are doing to keep your own family and friends healthy and well - this includes frequent handwashing, covering your nose and mouth when you need to cough or sneeze with the crook of your arm or a clean tissue and observing rules for social distancing.

More information can be found on the www.gov.uk website.