

Visiting the Centre



We have undertaken a risk assessment and introduced a number of controls to allow clients to return to the Centre safely. For full details please see the risk assessment on our website. This short guide sets out what you should expect when visiting the Centre for an appointment.

Before your visit

- If you are in the 'extremely vulnerable' or 'vulnerable' categories*, you may make an appointment to visit the Centre if you wish but please be aware that the government guidance is to try to keep overall social interactions low. We continue to offer remote support and our wellbeing calendar is available on our website.
- We are limiting the number of people at the Centre at any given time so please make an appointment before visiting the Centre (by calling 020 7924 3924 or emailing support@pauls.org.uk).
- In advance of your appointment a member of our team will contact you to confirm that you, or anyone in your household, do not have any covid-19 symptoms. If you do become unwell with coronavirus symptoms, or you or anyone in your household is required to self-isolate, please let us know and do **NOT** visit the Centre.
- Please do not arrive more than ten minutes before your appointment and please bring only essential personal belongings to the Centre.
- Please bring your own refreshments, clients are not able to access the kitchen.

At the Centre

- Please wear a face covering in the public areas of the Mission building (main entrance, stairs).
- On arrival please use the hand sanitiser at the entrance, sign in and wash your hands in hot soapy water for at least 20 seconds (handwashing is more effective than sanitiser).
- We are not mandating the use of face coverings in the Centre, although you are welcome to wear one if you wish. We have face masks available on request, please let us know if you would like one when you arrive at the Centre.
- If you handle any of the leaflets or brochures in reception please take them with you.
- Please maintain a distance of 2 metres from other people wherever possible.
- We are limiting the number of staff and volunteers in the Centre so please bear with us if things take a little longer than they would normally.
- If you cough or sneeze please catch it in a tissue, bin the tissue and wash your hands. Tissues are available at the Centre.
- Avoid touching your face, eyes, nose or mouth with unclean hands.

* Guidance for extremely clinically vulnerable people: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Guidance for clinically vulnerable people: <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july#clinically-vulnerable-people>