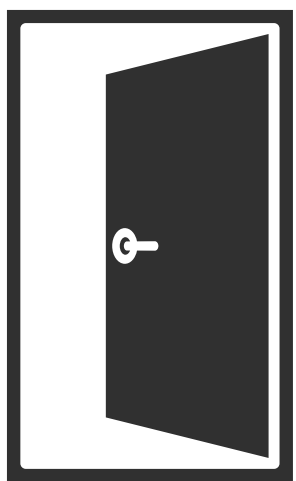


# What to do if a Southway Staff member is visiting your home

Please follow these guidelines to keep you and our staff safe; if you are unable to do so, we may have to leave your property



If we are doing a repair, please leave the room we will be working in **vacant**, and make sure we have **easy access**



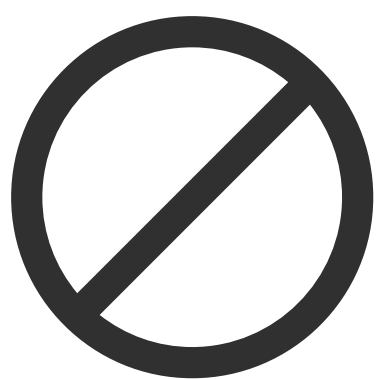
If someone is **shielding or vulnerable**, arrange for them to be in a different room



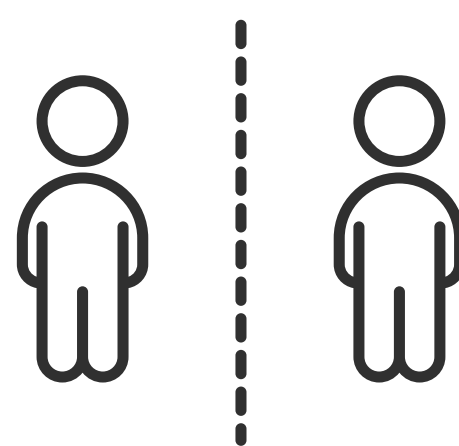
Where possible, **clean and sterilise areas** we will be working in. We will do the same when we are done



Where possible, **leave windows open** for good ventilation



**Avoid other visitors** coming to your home during the visit



Follow social distancing keeping **2m away**

You may wish to wear a **face mask**, though this is optional



Southway staff will be carrying a Southway ID. If someone isn't – please **don't allow them in!**

*If on the day of your visit, you have symptoms (like a fever, a continuous cough, or a loss/change in sense of smell or taste) please call us and we can rearrange for a later date.*