



We are committed to providing a controlled, hygienic environment for the safety and well-being of staff, volunteers and clients.

Our 10-step guidance for safe working

1. Anyone with Coronavirus symptoms will not be permitted to come into the Unit (High Temperature, new continuous cough, loss of taste or smell)
2. Equipment should be pre booked so we can provide contact tracing for everyone and reduce the number of people queuing outside of the unit. Payment will be taken by phone at time of booking.
3. 2 metre social distancing is maintained at all times and clients are not able to enter the 'restricted' staff zone.
4. We actively keep cleaning the interior touch points to minimise transmission of the virus with virucidal cleaners and all equipment is thoroughly cleaned once returned. Equipment is be rotated so that scooters are 'rested' in between use.
5. Toilet and kitchen facilities are not available to clients – hand washing notices are displayed throughout the unit.
6. Alcohol hand gels are available at various points within the unit and we encourage you to use them when entering or exiting the unit.
7. Staff will wear appropriate PPE equipment when handling mobility equipment, gloves when bringing scooters out and gloves, apron and masks or face shields when collecting scooters.
8. Clients should mount the scooter unaided if possible; if it is necessary for the immediate safety of the client, staff will assist using PPE.
9. Clients must take any waste items such as tissues, masks, gloves with them and check that they have taken all bags with them.
10. All scooter and wheelchair bags have been removed from the mobility equipment. Clients must provide their own if needed and remove them before handing scooter back.

We want to help you get back out and about, regain your independence, go shopping on your own or with family or friends.

Thank you for helping us to keep our Staff and our service safe