

Coronavirus (COVID-19) Statement and Planned Policy

Whilst at the moment we have no known contact with the Coronavirus we are aware that many of our clients are elderly and would be classified as being in the 'At Risk' categoryindeed some of our advisers are also classified as being 'At Risk'. In recent days we have also arranged meetings at home and in the office and whilst we wish to continue to be available for any urgent issue whatsoever, we feel that it would be appropriate to take some precautionary steps to prevent any possible spread of COVID-19. At this stage the following actions are beyond the levels required by the government and health officials but we consider that they are sensible steps to reassure our clients that we are taking all necessary steps to minimise the risk of infection.

Having carefully monitored the COVID-19 situation we are putting in place the following appropriate, precautionary measures:

- We will continue to provide services whilst seeking to reduce the risk of infection to both clients and employees
- Employees and advisers will be asking if anyone in the household is self-isolating before making a home visit. Home visits will be kept to an absolute minimum and an alternative means by which we communicate will be considered. For example a Skype meeting, telephone call or email. The questions asked are never intended to create offence.
- Employees and advisers will be asking if anyone looking to arrange a meeting in the office has recently visited overseas. Appointments in the office will also be kept to an absolute minimum and an alternative means by which we communicate will be considered. For example a Skype meeting, telephone call or email.
- All movement of staff will be limited and any business development officers from all providers calling at the office will be cancelled until further notice.

These measures will be kept under constant review.

Please see further links below for information and advice:

[NHS](#)

[GOV.UK](#)