

Reopening Services for Service Users

All procedures are to maximise infection control and minimise the risk of spread of COVID-19. They have been prepared in accordance with Government guidance and are subject to change at any time, without notice.

We must protect our SU and staff, to the best of our ability – any deviation from these procedures may result in you not being permitted to access our services.



- **Telephone appointments only**, no face to face bookings



- **No classes**, other than meditation, where applicable
- **Gym / physio appointments One to One only**, one Service User with one member of staff, with carer where necessary



- **Appointment bookings will be 3 consecutive weeks – followed by a 3 weeks break**, allowing MSRRF to get as many Service Users back as possible



- **No waiting facilities** at any venue



- **Therapist or Fitness Instructor will take your temperature at your car**, if your temperature is normal, your appointment will go ahead and you will remain with that member of staff for the duration of your appointment
- **Bring all necessary aids, staff will not assist with walking**



- You will **use hand sanitiser** on entering all venues, **face coverings must be worn** but **NO gloves**



- **All appointments 30 mins max**, to minimise close contact, this will allow for cleaning before and after your appointment
- Your **Carer must be available, if necessary for the duration of your appointment**



- **Please bring your own filled water bottle**



- **Observe venues social distancing arrangements**



- **Please leave the venue as soon as possible**, to enable other Service Users to access their appointments