

This notice has been developed for APHC members to help them communicate the actions and procedures they are undertaking in response to Coronavirus (COVID-19). Members are able to edit, adapt, publish and use this customer notice as they see fit.

Last updated 20 March 2020.

Customer notice regarding Coronavirus (COVID-19)

We're continuously monitoring the health situation caused by the Coronavirus outbreak.

As a result, we've put in place new working procedures. These procedures aim to protect the health and wellbeing of our employees and customers whilst minimising service disruption.

We will continue to work and serve our customers as normal whilst adhering to current and future guidance from government.

Prior to each appointment, we are speaking to customers over the phone to ascertain the health conditions of occupants and whether they have coughs or temperature in order to make a decision on whether it is safe to attend the appointment.

When attending appointments, we are ensuring physical contact with customers is kept to an absolute minimum and where possible we are keeping a safe distance. We are regularly washing hands with hot water and soap.

If occupants are considered to fall into the government's vulnerable group, we will ask the occupant to not occupy the same room and keep a safe distance, including phoning the customer from our vehicle upon arrival to allow the customer to open the door in advance. We will use personal protective equipment in these circumstances including facemasks, protective glasses and disposable gloves.

We are stopping non-essential business travel and where possible we are undertaking external meetings by phone.

Please rest assured that we're monitoring the situation daily and reviewing government and Public Health England guidelines. We'll adapt our working procedures in line with any changes.

The [NHS website](#) has more information about how Coronavirus is spread and answers common questions about the virus.

Whilst all reasonable efforts have been made, APHC makes no warranties that the information is accurate and up-to-date.