**A close up of a sign

Description generated with very high confidence**

Unit 1, Church House, 19-24 Friargate, Penrith, Cumbria, CA11 7XR

Tel: 01768 899 773 Email: office@penrithtowncouncil.co.uk

**COVID-19**

**VISITOR HEALTH QUESTIONNAIRE**

The safety of the Council’s employees, partners, clients, and visitors remains our overriding priority. As the COVID-19 continues to evolve, we are continually monitoring the situation closely and periodically update our guidance based on current recommendations from the UK Government, UK Public Health Bodies and World Health Organization (WHO).

**Supporting you through COVID-19**

Following government advice, we have implemented a flexible working system allowing our colleagues to work remotely and continue to support you through these unprecedented times. Our officers are available for phone and video consolations, as well as in special circumstances (where alternative remote contact is not suitable) we can now arrange face-to-face meetings by appointment only, with strict social distancing procedures based on UK Government guidance.

**Appointment only face-to-face meetings**

To prevent the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building. We have a number of arrangements in place to make your visit as safe as possible:

1. Your arrival must be scheduled in advance as the Council currently only allows appointment only face-to-face meeting if an alternative form of meeting such as phone call or video call is not suitable.
2. The meeting must be arranged directly with the relevant officer or councillor who will provide you with their contact details as well as explain what to expect when you visit.
3. You will be sent the COVID-19 Visitor Health Questionnaire in advance of your visit and asked to complete this as at the morning of your visit and to bring it with you. Each individual client visiting has to complete a form. If answers “yes” to any of the questions they should NOT travel to the office and instead should contact the fee earner/colleague concerned.
4. The completed COVID-19 Visitor Questionnaire will be collected from you when you arrive and will be stored for track and trace purposes.
5. Each visitor will need to bring with them to the meeting a completed Visitor Health Questionnaire (completed on the day of the meeting) that will be sent by post or by email by the officer ahead of the meeting.
6. You will not be permitted to enter the building without a face covering.
7. Call the officer on arrival who will let you into the building and escort you to the assigned meeting room. If you do not have a mobile telephone number please knock loudly on the main front door.
8. Adhere to social distancing whilst on-site. Keep a 2 m distance wherever possible.
9. Use hand sanitiser (provided onsite) when entering/leaving the meeting rooms.
10. Use the anti-bacterial hand sanitizer (provided on site) and wipes to open/close doors.
11. Avoid shaking hands and any physical contact.
12. An appropriate size meeting room will be used based on the number of people in the meeting.
13. You will be asked to sit at one end (as opposed to side – side) of the table.
14. Masks should be worn where possible and windows in the meeting room should be opened to allow for natural ventilation.
15. Once the meeting is concluded the officer will escort all visitors to the main office door.
16. When handling documents the social distancing rules should be followed. For example, if you have to pass any documents you should do so by putting it on the table in the meeting and stepping away and allowing the officer to step forward and take it, whilst maintaining the required distance.
17. All surfaces in the meeting room (e.g. tables, chairs, etc.) should be wiped down with the provided sanitiser products such as anti-bacterial wipes before and then after the meeting as has taken place. The officer will attend to this.

**PLEASE FILL IN THE NFORMATION BELOW ON THE DAY OF YOUR VISIT AND GIVE TO OUR OFFICER**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **VISIT DETAILS** | | |
| **Visitor’s Name:** | |  | | |
| **Address and telephone number** | |  | | |
| **Email:** | |  | | |
|  | **SELF-DECLARATION BY VISITOR** | | | |
| **1** | **Have you or a family member returned from overseas travel in the last 14 days from an area listed by Public Health England’s guidance?**  **Yes**  **No**  | | | |
| **2** | **Have you been in close contact with anyone who has travelled overseas in the last 14 days from an area listed by Public Health England’s guidance?**  **Yes**  **No**  | | | |
| **3** | **Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?**  **Yes**  **No**  | | | |
| **4** | **Have you displayed symptoms of the COVID-19 virus including, persistent cough, fever, sore throat, respiratory illness, difficulty in breathing or loss of smell or taste in the last 14 days?**  **Yes**  **No**  | | | |
| **5** | **Have you had the COVID-19 virus?**  **Yes**  **No**  | | | |
| **IF THE ANSWER IS ‘YES’ TO ANY OF THE QUESTIONS, ACCESS TO PTC PREMISES WILL BE DENIED** | | | | |
| **Visitor’s Signature:** | |  | **Date:** |  |