**Dear ……………………………….. CL………………………………**

**You are invited to a face to face appointment at Watford Citizens Advice**

**on ………………………………....................……………… at…………………………**

**Please use the buzzer at our side door.**

**Due to the current Covid-19 situation we are seeing very few people at our office and have changed the way we work, to protect the health and well being of our staff and our clients.**

**You will now be seen in a large office with good ventilation.**

**There is a screen separating you from the Advisor. The advisor may be wearing a facemask or visor. We may check your temperature on arrival with a non-contact thermometer.**

**There is no waiting room and you are asked to wait outside until your appointment time.**

**When attending your appointment please follow these steps:**

* Wear a face covering when entering our buildings
* Gel your hands upon on arrival
* Keep a two metre distance from other people in the building
* Come on your own\*(exceptions apply)

*\*If you feel vulnerable, have a carer or have anxieties about attending your appointment alone please speak to us in advance.*

**Do not attend your appointment if you have:**

* A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
* A new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
* A loss or change to your sense of smell or taste – this means you’ve noticed you cannot smell or taste anything, or things smell or taste different to normal
* Have been asked to self-isolate

PTO

**Citizens Advice Watford Appointments Procedure**

**If you are going to be late for your appointment**

If you are going to be late please telephone 01923 224531 as soon as you can. If you are going to be a few minutes late we will try to keep your appointment available. However, if you are going to be more than 10 minutes late it is likely that we will need to reschedule it for another day.

**If you cannot attend your appointment**

If you are not able to attend your appointment, please telephone 01923 224531 as soon as you can. This will allow us to give your “slot” to someone else. If it is your first cancelled appointment then we will try and give you another appointment as soon as possible.

**If you miss TWO OR MORE appointments**

If you have already missed one appointment we hope that you will make every effort to attend a second appointment. Please be aware that if you fail to attend a second appointment then we will assume that you no longer need our help. If you subsequently contact us, it is unlikely that we will be able to offer you another appointment.

**If you miss THREE OR MORE appointments, or continually refuse our advice**

If you consistently fail to attend our appointments, or if you continually ignore the advice that we have given, then we may exclude you from our service. This will only be done in the most serious of circumstances and we will always notify you in writing if we intend to do this.

**Our full Appointments Policy is available on request**