

Visa Positive

COVID-19 (Coronavirus) Client Guidance & Policy

By now, we are all aware of the Coronavirus and how it is impacting the public. It is currently classed as a 'moderate to high' threat in the UK, and as such we are issuing this guidance & policy for important health and safety measures.

To ensure we all stay healthy and minimise risk, **we ask that you be prepared, be careful and be considerate.**

We will review this policy and keep it updated as the situation progresses.

From Monday 16 March 2020 we will be imposing the following safety measures:

1. We will not see any client at the office for face-to-face meetings. This applies to **all new and existing clients**. All communication can be done via telephone, email, Skype & WhatsApp.
2. All existing clients will be required to send us **documents by electronic methods only**. We will no longer be handling physical documents. Electronic delivery methods can be discussed with your caseworker.
3. For any face-to-face meetings over the coming months we kindly ask you, our clients **not to shake-hands** with our staff, to stand/sit at least **2 meters** from us and to **not touch our personal items** such as phones, laptops and alike.

Thank you for your understanding.