

Visiting Citizens Advice Hart

What you
need to know
before your
appointment



**citizens
advice**

Hart

Visiting us

We know you might be feeling nervous or anxious about your visit, so we want to let you know about the measures we've put in place to keep everyone safe and comfortable.

When you arrive

- **Please arrive on time** for your appointment. If you're late, we may have to reschedule.
- **You should ring the bell and wait for our administrator to admit you** (we don't have an internal waiting room at the moment)
- **Please bring any information relevant to your appointment**, but limit the personal items you bring with you.
- **Come alone unless you've let us know in advance** that you need to have someone with you (such as a carer or a dependant).
- **Please wear a face-covering** where it's difficult to socially distance. It can be removed once you are sat at the desk
- **Please use the hand sanitiser** when you enter the building.
- **We'll ask you to give us your contact details**, which we might be asked to share with Test and Trace or local public health organisations. Alternatively you can scan our QR code at reception using the NHS Covid-19 app on your smartphone*

*If we're contacted by Test and Trace we may need to share your details. Unlike most situations, we won't ask for your consent, but if you don't want us to share your details please let us know when we greet you. We'll only share your name, contact information and date of your visit. We'll never share information about the reason for your visit. Visit www.citizensadvice.org.uk/myinformation for more information.

While you're with us

- Our administrator will show you to your appointment room and let your adviser know you have arrived
- Please do not touch or shake hands with anyone in the office
- The administrator will ask you for any paperwork relating to your appointment which will be scanned and made available to the advisor for the meeting
- All paperwork will be returned to you before you leave
- Our adviser will be in a separate room and will hold the meeting with you via video
- Our toilets are not available for clients at the moment
- At the end of your appointment you will be asked to remain in your room until an administrator comes to show you out



How we're keeping everyone safe

- We've spaced out appointments to reduce the number of people present and to allow extra time for cleaning.
- Hand sanitiser is available throughout the office.
- meetings rooms are cleaned overnight and between each client appointments

We have chosen to use a video solution to allow for office-based meetings as our meeting rooms are too small for two people to meet within the Covid-19 restrictions. You do not need to know anything about this solution as the adviser will control the meeting as the host.

We will **not** be recording any part of the meeting

Rescheduling your appointment

Please get in touch to reschedule your appointment if you've recently experienced any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell

Get in touch

Address:

Civic Offices, Harlington Way, Fleet, GU51 4AE

Phone:

01252 878435 (Admin line only)

Email:

citizensadvice@hartcab.cabinet.org.uk/contact

citizensadvice.org.uk



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