

16 March 2020

Dear

### **Coronavirus – Covid-19**

Like most people you will be following the news on the worldwide pandemic of Coronavirus. It is an ever changing, difficult situation and it is a worrying time for everyone.

We are monitoring advice from the Scottish Government and public health authorities and considering how to provide a service if the virus affects our community and residents; our staff or the contractors we employ to carry out repairs or other work in our residents' homes.

If a staff member or contractor develops the symptoms of the virus, we will expect that person to self-isolate and to work from home. We operate with only 4 staff so it is possible that the office may close to visitors. We would communicate by telephone and email and we may redirect telephones to staff mobile phones and provide computer facilities to allow staff to deliver a limited service, working from home.

If our contractors develop symptoms and must self-isolate, we will undertake emergency appointments only and non-emergency repairs will be suspended.

If a resident develops symptoms and must self-isolate, we ask that they tell us immediately to make sure that we do not send contractors or staff to their home until after their self isolation.

If a visitor to our office displays symptoms, we will offer to isolate them until such time as they can safely leave the office and we will clean and disinfect the areas that they have been in.

We will try to update this information as the situation develops and further information is provided by the Scottish Government. Please check our web site (<https://blochairn.org/>) and Facebook page (<https://www.facebook.com/>) regularly. You can also check the NHS web site, NHS Inform at <https://www.nhsinform.scot/>.

If you have any questions, please give us a call.

Yours sincerely

*M Carberry*

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