

Q4, First Floor
The Square
Randalls Way
Leatherhead
Surrey, KT22 7TW

T. 01372 364 000
info@achievetogether.co.uk
www.achievetogether.co.uk

March, 2020

Re: Coronavirus (COVID-19) precautions in our services

Dear Family member

We appreciate that the ongoing outbreak of coronavirus (COVID-19) around the world may be concerning for you and your loved ones. I am writing to assure you that we have been, and will continue to follow the advice of relevant authorities including Public Health England, Public Health Wales and the World Health Organisation (WHO) in applying precautionary measures.

Protecting the health of people we support and employees is our number one priority. We ask that you help us protect those we care for by:

- Families, friends, visitors, suppliers and Achieve together employees who have recently visited or transited through an affected area, or have been in close contact with someone who has, must not visit peoples homes for at least 14 days from the day of arrival back in the UK. You can find the latest list of affected areas as defined by Public Health England at <https://www.gov.uk/government/publications/covid-19-specified-countries-and-areas>.
- If you experience flu-like symptoms (such as fever, cough or sore throat) or have been in contact with someone who is self-isolating or who has contracted COVID-19, please refrain from visting your family member/ friend. Ensure you seek medical attention by calling 111.
- Hand hygiene is one of our strongest defences. If you are visiting your loved one, please be sure to wash your hands with soap and water for more than 20 seconds to kill germs. Cover your mouth when coughing or sneezing, dispose of tissues safely then wash your hands.

Thank you for your understanding and for complying with the advice from Public Health England and Public Health Wales. We will be ensuring through our management teams that you can contact your family members/ friends by phone and over wifi, so please make use of these means of contact



Achieve together

wherever possible. It is a fast changing situation so please do discuss any worries or concerns directly with the teams at local level.

Kind regards,

A handwritten signature in black ink that reads "Emma Pearson".

Emma Pearson

CEO