

# Wheelchair hire at The Disability Resource Centre

## Covid-19 information sheet

The Covid-19 pandemic has meant that we have had to make some changes to the way we manage the wheelchair hire service.

The information below is important. It explains the steps that The Disability Resource Centre have put into place in order to minimise the risk of infection from Covid-19.

These measures are for your own safety and for the safety of other clients, staff and wider users of the building.

## **Please read this information carefully**

What we will do to ensure your safety:

- Ask for you to arrive on time for your appointment
- Ensure that wheelchairs and any accessories are sanitised thoroughly before they are hired out to you
- We will make hand sanitisers, wipes and masks available to you upon entering our building, toilets with handwashing facilities are also available for use
- We will encourage you where possible to pay for the wheelchair hire costs using a credit card in order to minimise the chances of virus transmission via cash handling. However where this is not possible, we can use wipes and handwashing facilities to minimise any risk
- We will encourage you to use your NHS track and trace app to scan the QR code for The Disability Resource Centre or ask you to complete a form if you do not have the app
- Please do not attend if you or anyone in your household has any of the 3 symptoms of COVID-19, or if you have been asked to self isolate. Symptoms are a high temperature, a new, continuous cough and/or a loss or change to sense of smell or taste
- You will need to bring your own mask to your appointment - Please do not worry if you forget – we do have supplies on site
- Please arrive on time for to collect your wheelchair – we are working on an appointment only basis during the coronavirus pandemic so as to limit the number of people in the building at any one time
- Access to water may need to be limited so please bring this with you