



CLIENT CONTACT DURING COVID-19 PANDEMIC – WHAT YOU NEED TO KNOW

Moving forward together

Please rest assured that we continue to offer our full range of professional legal services and if you would like to understand more about the range of services on offer, do not hesitate to contact us and we will be happy to talk things through with you.

It is extremely important to us that when you use Palmers for legal advice, we look after the safety of our clients and our colleagues during this current pandemic.

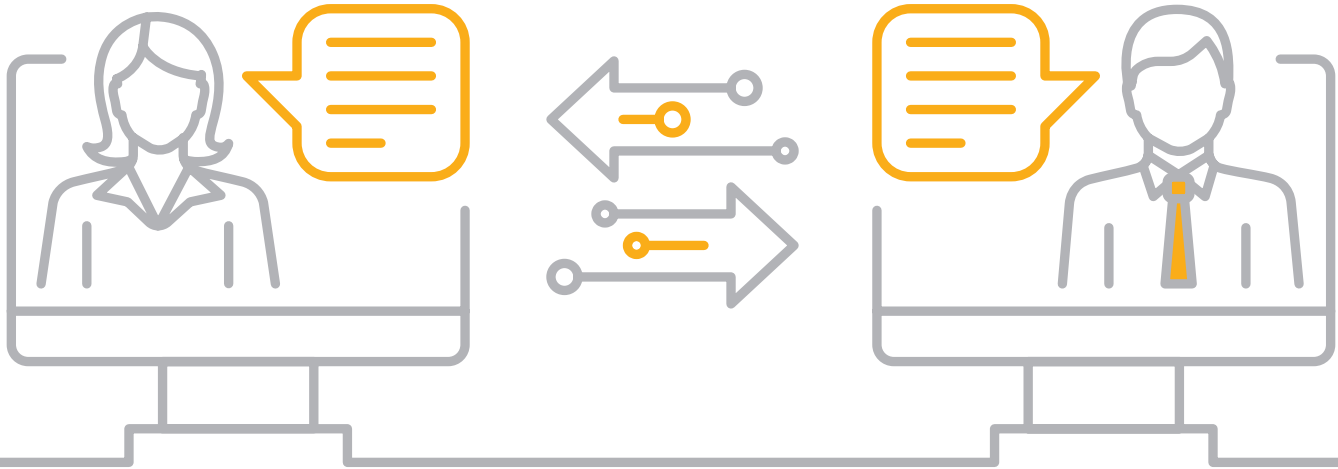
This factsheet provides a summary of the steps we have taken and some guidance for you so that we can all adhere to the Government guidance.



I need to discuss my matter with my legal adviser

We have a variety of video conferencing facilities in place, including Zoom, Microsoft Teams as well as the ability to have multiple callers on a conference telephone call.

We offer this facility so that you do not have to leave your home or business to meet with us. It saves you essential time as it avoids the need to travel, it is an extremely effective way of conducting meetings and it also improves everyone's carbon footprint!



I need to meet my legal adviser face-to-face

To ensure the safety of you and our team, we encourage meetings via our video conferencing facilities. However, if it is essential that you meet us face-to-face, we ask that you adhere to the following:



Call us and arrange a designated pre-booked meeting – this enables us to ensure that the relevant member of our team and our meeting facilities are available and ready to receive you.



Please use the sanitisers provided as you come into our premises and as you leave.



Report to our receptionist who will arrange for the relevant member of our team to meet you and take you to your designated meeting room. The receptionist may also ask you to wait in a designated waiting area. This is so we can ensure social distancing, your safety and that of our colleagues is maintained at all times.

We may also ask your permission to take your temperature prior to the meeting.



To protect our colleagues please wear a face covering when attending a meeting at our offices. Our colleagues will also wear face coverings to protect you.



We suggest that you bring your own pen if you are coming in to sign documents and perhaps some bottled water and disposable paper tissues for your own comfort during the meeting.



Unless absolutely necessary, please do not bring others with you to your meeting. You may be accompanied by your carer or a close family relative from the same household.



Please avoid bringing in to our premises any items not related to your meeting, for example general shopping.

I need to drop off some paperwork

Technology enables us in many cases to electronically sign documentation. This is our preferred method in the present circumstances and is also in line with our environmental policy to reduce the amount of paper we all use. However, there are occasions when this is not possible or appropriate.

If you do need to drop off paperwork to us:

- Please always phone ahead and agree a time when you will bring in your paperwork. This ensures that a member of the relevant team dealing with your matter is available.
- We have a designated document drop-off table installed inside the entrances of our buildings for you to place your paperwork on. The relevant member of our team will attend as you arrive and collect the paperwork from the table whilst maintaining social distancing. These tables are regularly wiped down.
- Please use the hand sanitisers as you enter and leave our premises.



I need to meet my legal adviser face-to-face but I can't physically come to the office

We are continuing to offer home visits when it is not possible to undertake a video conference meeting and you are unable to physically travel to any of our premises.

- Your legal adviser will wear a face covering, use hand sanitiser, gloves (if necessary) and bring their own pen if documents need to be signed.
- We will always agree an appointment date and time with you in advance so that you can prepare ahead of the meeting to ensure social distancing is maintained throughout.
- Please have your own pen available, a surface for placing papers on whilst also maintaining social distancing.
- Whilst ensuring confidentiality is maintained, (and weather permitting), we may suggest meeting you in your garden or if this is not possible, with you located indoors within your home and our legal adviser located outside near an open window or your open front door. We do understand that this may seem strange and the meeting may take a little longer than usual but these measures are there to protect you and to protect the person visiting you.

Do not attend our offices or proceed with an appointment at your home if:

You feel unwell and are displaying COVID-19 symptoms, have anyone in your home who is displaying COVID-19 symptoms, (dry cough, sore throat, difficulty breathing, tiredness, fever, loss of taste/smell), if you are in a high risk category, shielding, self-isolating or have been advised by your GP to remain at home.

Please also let us know if, in the following two weeks after any face-to-face contact with a member of our team, you display symptoms of COVID-19 or are diagnosed with COVID-19.

PREVENTION



Wash

your hands well and often to avoid contamination



Cover

your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissues



Avoid

touching eyes, nose, or mouth with unwashed hands



Clean

and disinfect frequently touched objects and surfaces



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