

Disability Services ~~SP~~ For to your appointment

1. Appointments are for one person only unless arranged otherwise.
2. Based on what you have already told staff, you will be given usually up to **45 mins**. If during your meeting it becomes clear you require additional time, the member of staff will either arrange to arrange a follow up online. **Appointments cannot be extended.**
3. Check your e-mails before attending your appointment for any staff illness or location change.

At your appointment

4. Observe the 2-metre rule during your visit to Rathbone ev building.
5. Keep to your allocated appointment; do not arrive too early or return at the designated and confirmed time.
6. When you arrive at the building, wait for the Adviser to come to the porch area with two seats, which are socially distanced. If it is not possible to maintain a 2m distance, please wait outside the building you and any other people waiting.
7. If you are late, or other problems arise, please phone the member of staff you booked to see (their phone number will be provided in your confirmation email). The intercom is available only as a back-up option, and you are not to phone.
8. Wear a face covering and sanitise your hands upon entering the building. ~~exempt from wearing a mask, inform the member of staff who should or may not be able to wear a mask click [here](#)~~
9. Bring all relevant information / evidence with you in the most appropriate format wherever possible. Details of any evidence / information needed will be detailed in the e-mail sent to you confirming your appointment.
10. In some situations, you will be asked to bring your own laptop / tablet / smartphone to the appointment – again we will detail this in the confirmation e-mail we'll send to you.

11. Do not eat or drink during the appointment.
12. Please note that during the COVID 19 pandemic, if you attend face to face sessions the service may be obliged to pass on your contact details if asked to do so for ['Track and Trace'](#).

What you can expect from staff:

1. Staff will wear a Perspex visor during the meeting.
2. Staff will ensure that their office space is cleaned and sanitised before each meeting.
3. Staff will meet you at the front door of Rathbone, take you to their offices and take you to the building exit at the end of the appointment.
4. Staff will sanitise their hands upon returning their office.

Watch our video to familiarise yourself with procedures and for directions to Rathbone -