

Protocol for Members of the Public

Re: Attendance at Council Offices or Civic Amenity Sites.

Effective from Wednesday 18th March 2020

What is happening?

The Council has decided to introduce additional social distancing measures to protect citizens by delaying the spread of COVID-19.

The general public is asked to follow this advice when attending at any of its public offices located at Clonmel, Nenagh, Carrick-on-Suir, Thurles and Tipperary or any of its Civic Amenity Sites at Clonmel, Cashel, Donohill, Nenagh and Roscrea. It is important to reduce the risk of further spread of the infection.

What is social distancing?

Social distancing aims, through a variety of means, to decrease or interrupt the spread of COVID-19. It does this by minimising contact between potentially infected individuals and healthy individuals.

Social distancing is keeping a 2m (6ft) space between you and other people. You should not shake hands or make close contact where possible.

What are these measures being introduced?

Business Interactions:

Reduce interactions with Council staff within the Council offices / Civic Amenity Sites as much as possible.

Members of the Public are encouraged to contact the Council by email or phone in relation to all non essential business –

- Email: customerservices@tipperarycoco.ie or
- Phone: 0761 06 5000;

In relation to all emergency or essential transactions, members of the public will be required to:

- Provide relevant contact details to a customer service staff members on arrival at the offices i.e. name and relevant contact details to facilitate contact tracing, if required.
- Co-operate with revised customer services arrangements in place in each of the Council's Civic or Municipal Offices and Civic Amenity Sites as follows:
 - Keep a distance of 2m (6ft) space between yourself and the Public Counter.
 - Do not shake hands or make close contact where possible;
 - Arrange to place any documentation to be handed over in plastic sleeves which will be available outside the counter before being placed in a designated container/box;
 - Documentation will be forwarded to the relevant section and retained in the container for a period of quarantine before being processed unless it is an emergency or essential service/transaction;
 - In relation to Civic Offices located in Clonmel, all public interactions will be confined to the ground floor foyer and customer service representatives will direct members of the public accordingly;
- Social distancing and good hygiene should be exercised in all instances.

We know that COVID19 (Coronavirus) is contagious and many people will catch it. Our delay strategy is planned to slow down the spread of the virus.

Your co-operation in this regard is much appreciated.

Date of Issue - Friday 13th March 2020