

COVID-19 Guidelines

This policy sets out the safety measures we must take to ensure meeting face-to-face is as safe as possible. Risks relating to COVID-19 infection change frequently, based on new knowledge, infection and vaccination rates.

You must read this policy thoroughly. It is vital that you understand and adhere to it.

We will be meeting in Room 6, on 1 Springfield Road in Ashley Cross. This building is used by a range of therapists and professionals who are required to adhere to social distancing and infection control measures.

1. Keeping the environment safe

Before each session Room 6 will be ventilated by opening windows and the door.

An air filter will be always running. Guidance to replace the filter every six months will be followed. The air purifier uses a HEPA filter and UV filtrations which are recommended by guidelines. The window will remain open during our sessions as well.

All surfaces and items in the room that have been touched get fully cleaned and wiped down in-between session using antibacterial and antiviral cleaning products. This includes seats, physical monitoring equipment and door handles.

All people using the building are asked to wear masks in communal areas, maintain social distancing and use hand sanitiser frequently.

All staff accessing Room 6 will conduct at least two lateral flow tests per week to ensure the possibility of asymptomatic transmission is limited.

If any staff are symptomatic prior to an appointment, but otherwise feeling well, you will be informed and offered the option of an online appointment or a cancellation.

2. Prior to appointments

Please ensure that you do not attend the appointment if you or anyone in your household have any of the symptoms listed below.

Current NHS and WHO guidance describes the main symptoms of COVID-19 as including a new, continuous cough, a high temperature and a loss of, or change to, sense of smell or taste. Anyone who has one or more of these must get a swab test and isolate until the result is known.

The Centers for Disease Control and Prevention (CDC) note that people with COVID-19 have had a wide range of symptoms. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- *Fever or chills (a fever = a temperature of 37.8C or higher. If you have taken paracetamol to reduce a fever, you are still considered to be unwell)*
- *Changes in or loss of taste or smell*
- *New persistent cough*
- *Shortness of breath or difficulty breathing*
- *Fatigue*
- *Muscle, joint or body aches*
- *Headache*
- *Sore throat*
- *Congestion or runny nose*
- *Nausea or vomiting*
- *Diarrhoea*
- *Rash*
- *Sore eyes*

If you do not have any of the above symptoms but feel unwell anyway, do please let us know so we can make a decision about whether to proceed with a face-to-face appointment or online.

We ask that you aim to be overcautious in deciding whether to attend in-person or not, given the risks involved to staff and others using the space.

Please inform us if yourself, or anyone in your household, receives a positive coronavirus test result or have been asked to isolate. This is particularly important if you have attended a face-to-face appointment with us during a time when you or someone in your household may have had coronavirus.

Please do not attend an appointment if you have returned from overseas within the past two weeks. Please adhere to this even if you are exempt from government guidelines around quarantine following foreign travel.

Please let us know if you, or anyone in your household, are in a clinically vulnerable or shielding group.

3. When you arrive

- I. Even though there is a reception, please arrive for your session on time or just before and wait outside if possible. When you have arrived, please send a text message/e-mail and we will come and let you in.
- II. Please wear a face mask when you enter the building (please inform us if you are exempt from wearing a face mask). Our staff will also be wearing a face mask in the communal areas. If you are not wearing a face mask, we will not be able to let you in to the building. If you have forgotten a face mask, let us know so that we can provide one for you.
- III. There is hand sanitiser at the entrance of the building, you must use this as you enter.
- IV. If you pass anyone in the waiting room, corridor or on the stairs please be prepared to take your time and maintain social distancing.
- V. Once we are seated in the therapy room we can decide whether to keep our face masks on or remove them. Our professional guidance states that face coverings must be always worn unless there is a clinical need for masks to be removed. We will explore this together, and make an informed decision based on the risks, and pros and cons in terms of the work we are engaged in together.
- VI. It is vital that we maintain a distance of 2 metres between us at all times. Clients under the age of 18 are allowed to bring in one parent/carer to their session if they are from the same household. If one person leaves the session early, they are gently asked to leave the building and wait in their car while waiting.
- VII. A jug of water will be available, and it would be preferable to bring your own water bottle to the sessions to minimise potential sources of contamination. Otherwise, disposable cups can be provided.

Please note

If government guidelines change, COVID-19 rates increase significantly, we enter another lockdown, or our professional guidance changes, we may need to move your sessions to being online. Sometimes this decision may need to be made at short notice.

We may also make this decision if it is apparent, for any reason, that adhering to the above guidelines is difficult for you in some way.

By signing or responding to this email, you are confirming you have read, understood and agree to adhere to the above guidelines.