

Covid-19 Safety Guidelines from 10 December 2021

We continue to comply with Covid-19 guidance including the Government's Moving to Plan B in England guidance, effective from 10 December 2021. We ask all clients to observe the following Covid-19 Safety Guidelines;

1. **If you, anyone in your household, or anyone you have had recent contact with has any Covid-19 symptoms which include; a new continuous cough, a high temperature, or a loss of or change to your sense of taste or smell please do not come to the centre.**
2. **Please wear a face covering on arrival** (unless you are exempt or a young child under the age of 11), and please use the hand sanitiser at the entrance door before entering the premises.
3. **Please do not arrive early for your appointment as the Waiting Room is out of use to ensure social distancing.** Instead please arrive at your appointment start time so that you can go straight into the therapy room. If you are chaperoning a child or young person please arrive at the appointment start time and handover directly to the therapist, and then return to the centre at the agreed collection time.
4. Please maintain 2 metres social distancing inside the premises. Your therapist will maintain a safe working distance of 2 metres during therapy sessions.
5. The WC is available for use and for hand washing.
6. The water machine is not available due to the risk of touch contamination. Before bringing a drink to your therapy session please consider the hand to mouth risk and face covering implication, please take your drink away with you when you leave.
7. We keep a record all persons who have entered the premises should it be required for contract tracing by the National Institute for Health Protection (NIHP). This log includes your name and telephone number, appointment date and time. This temporary data is held in accordance with our Data Protection Policy (Clients) and is securely deleted after 21 days.
8. Access to the premises is restricted to clients with booked appointments only. If you would like to contact us please do so by telephone or email and we'll be pleased to help.
9. If you would prefer to continue with online therapy sessions please let your therapist know and they will be pleased to help.

Our priority is the safe continuation of your face-to-face therapy sessions. Our risk assessment is ongoing and if the Government changes its guidance we will update these Safety Guidelines accordingly. If further restrictions are imposed we may need to revert to online therapy sessions and your therapist will be in touch to arrange this.

Thank you in advance for your co-operation.