



Edward's Trust

Covid19 Guidance for Clients at Edward's Trust

1. Please do not attend any face-to-face appointments if you, or a member of your household, has any of the following symptoms:

- A high temperature
 - A new continuous cough
 - A loss of, or change to, your sense of taste or smell
- We may be able to offer you a phone appointment instead.

2. If you do attend an appointment for yourself, or to accompany a child these are the measures we have put in place:

- We are still operating 2m social distancing within the building
- Rooms will be aired and sanitised in between appointments
- You will be asked to use the hand sanitiser on entry to the building
- There is a designated Visitor toilet which is regularly sanitised
- Appointments will be timed to limit contact with other people

3. Waiting Room

- We have suspended the use of the waiting room for adult clients. Please arrive no more than 10 minutes prior to your appointment time. You will be shown straight to your counselling room.
- There will still be a waiting room for the adults accompanying children and young people. You should not need to share the waiting room with any other visitors.
- Please try to minimise the number of accompanying family members attending.
- We are not able to provide teas or coffees but feel free to bring your own.

We will monitor the situation and update the guidance if/when necessary

August 2020

Thank You