



Edward's Trust

We want to ensure we are operating in a Covid19 safe environment

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

- is unwell with any illness
- has a child off school due to a Covid-related absence (whether or not they have had a positive test)
- has been requested to isolate by NHS Track & Trace, NHS App or any other system
- has recently returned from abroad and is required to quarantine for 14 days

We will do our best 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
- Staff opening the door will be wearing a mask and we request that you do too whilst in the hallway, on the stairs & in the Visitor toilet. Masks are not required during counselling sessions
- 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 will not be sharing the waiting room with any other visitors.
- Please minimise the number of accompanying family members attending.
- We are not able to provide hot or cold drinks but feel free to bring your own.

We will monitor the situation and update the guidance when necessary

October 2020

Thank You