

## **COVID 19 Guidance for Families attending face-to-face appointments at Edwards Trust**

As COVID restrictions lift nationally, we really want to ensure that we continue to operate in a safe way for those who attend our services and for our staff and volunteers.

With this in mind we want to let you know about our plans to do this:

**1. Firstly, we would request - please do not attend any face-to-face appointments if you, or anyone due to attend with you:**

- is unwell with any illness
- has COVID-related symptoms or has tested positive for COVID-19.
- has been requested to isolate by NHS Track and Trace, NHS App or any other system
- has recently returned from abroad and is required to quarantine

We would request if a member of your household has tested positive for COVID-19 and you meet the exemption requirements for self-isolation that you consider whether it would be more appropriate to access support remotely during the period of their illness. Please discuss this with your therapist.

**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  
Please be aware of this when navigating the stairs and hallways which may be more confined
- Rooms will be aired and sanitised in between appointments and windows will be open during sessions
- **We will continue to require face coverings to be worn by all visitors except under 11s and those who have an exemption.**
- Staff opening the door will be wearing a mask and we request that you do too whilst in the hallway, on the stairs and in the visitor toilet.
- All visitors will be asked to use the hand sanitiser on entry to the building
- There is a designated visitor toilet which is regularly sanitised

**3. Face Coverings – We encourage the use of face coverings for clients receiving therapy face to face, where appropriate, to protect the safety of both the client and the therapist. There are exceptions to this, including young children under the age of 11. Your therapist will discuss this with you prior to your session.**

**4. Waiting Rooms**

- 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.
- We will try and reduce numbers in the waiting room but please try to minimise the number of accompanying family members attending.
- We are not currently able to provide teas or coffees but feel free to bring your own.

**5. Contact Tracing – We may need to share your name and contact details with the NHS if your therapist or another client contracts the virus.**