

CONTACT CENTRE USAGE DURING COVID 19

- Please do not attend the Contact Centre if:
 1. You have any symptoms of Covid 19 (a high temperature, a new continuous cough or a loss or change to your sense of smell or taste)
 2. You've tested positive for Covid 19 – this means you have Covid 19
 3. You live with someone who has symptoms or has tested positive, unless you are able to provide evidence of a negative PCR test within the last 24hours
 4. Someone in your support bubble has symptoms or has tested positive; unless you are able to provide evidence of a negative PCR test within the last 24hours
- Families and volunteers will receive a telephone call on the day of contact, or be expected to sign a form/agree via email before arrival stating
 - They have not tested positive for Covid 19 in the last 7 days
 - They have not got symptoms of Covid 19
 - They have not been in contact with someone who has tested positive for Covid 19 or who has experienced symptoms of Covid 19 within the last 7 days.
- **If any of the above cannot be confirmed, evidence of a negative PCR test must be provided before they and their children can participate in contact**
- Please arrive for contact on time. You have been given a time of arrival by the Contact Centre Co-ordinator, please arrive at that time so that we are able to adhere to social distancing within the Reception area.
- The Centre will no longer be providing toys and activities for children. Please bring an activity for your child to play with. The reason for this is to reduce infection between children and their families.
- Contact times will be determined according to the current restrictions in place. Your Co-ordinator will ensure these are clearly communicated to you and all relevant parties. To allow all families to see one another we may have to reduce the contact time. We will increase the contact time as soon as we are able to do so.
- There may often be staggered times for families as they arrive and leave the building. This is to reduce the possibility of passing anyone in the corridor that leads to the rooms used for contact.
- Staff will not hold hands with children or carry them. If your child is of an age where they require carrying from reception to a family room, we ask that you bring a buggy with your child already in the buggy. Staff will wipe the handles with an anti-viral wipe and transport your child to the family room. The handles of the buggy will be wiped clean before being returned to you.
- Staff will sign you in and out of the building.

- Families and volunteers to use hand sanitiser on arrival at the centre. Hand sanitisers will be available in reception and in family rooms.
- Staff will be handwashing frequently for 20 seconds with soap and water and drying hands with disposable towels.
- Families will be advised to hand wash for 20 seconds before eating and after toileting.
- Face masks will be worn by all staff. Please inform your children that staff will be wearing face masks.
- Face coverings to be worn by family members whilst in reception area and communal areas. Families and professionals must recognise that whilst masks are not essential in all settings and circumstances, we will continue to use these for Contact Centre sessions until at least 1 February 2022 unless both resident and non-resident parent agree that they can be removed whilst contact takes place. Children under the age of 11 do not need to wear face coverings.
- Remember to catch coughs and sneezes in tissues and dispose of tissues in the bin.
- Staff will be cleaning family rooms before families arrive and when they leave. They will be cleaning handles, switches, door release button, touch points on doors, chairs and tables set out for families to use. This will be undertaken once an hour and when families leave contact. Staff will wear rubber gloves and remove gloves using the inside out technique to reduce contamination. The wearing of rubber gloves does not substitute handwashing.
- You will be required to sanitise the toilets after use, equipment for this will be provided in each toilet.
- We are no longer providing drinks. Please bring a drink with you for your child.
- Take all used drink containers and food containers home with you. We cannot dispose of them.

ITEMS YOU WILL NEED TO BRING WITH YOU

- Face coverings
- An activity for your child
- A drink/snack for your child, if needed
- A bag to take your rubbish home
- Signed and dated Contact Centre Attendance Declaration (if you haven't already emailed Chris or Gail).