

Altrincham Child Contact Centre

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NACCC Member No 005/1

COVID-19 Related Procedures

This document has been written to provide some additional information on how we are endeavouring to run the contact centre safely over the coming months, with regard to COVID-19. Whilst the UK government has removed a lot of the legal requirements for certain measures to be in place we are very keen to ensure that we run the centre safely, managing the risks to our volunteers, families and the wider community - so whilst the COVID infection rates remain fairly high in our area we want to take a cautious approach to re-opening.

The situation around COVID-19 concerns will be constantly reviewed and the way we work with families and manage contacts may be amended. We aim to return to normal levels of contact as soon as we assess the risks are reduced to acceptable levels.

If you have any questions about these procedures please contact Shameen Saleem, Centre Coordinator at accwa14@altrinchambaptist.org

Opening times

Our initial opening times for the centre will be fortnightly on Saturdays between 9.30am – 12.30pm. The calendar on the Hub website shows which dates we are open.

Handovers and preliminary interviews

Handover contacts and preliminary interviews will take place. These will be carefully managed by the Centre manager to ensure we reduce the likelihood of social contact between different family groups.

Prior to arrival

You should only attend a session if you have no COVID related symptoms and have not been instructed by NHS Track & Trace to self-isolate.

We would encourage attendees to make use of the publicly available lateral flow tests prior to attending a session.

Attending the session

Only parents and children on the contact list will be allowed in the centre. These will have been agreed before the session.

We will be restricting the number of families present in the centre at any one time as we recommence the service. This is to ensure we can safely operate, reducing the risk of the virus being spread and helping us to keep the service operational. Initially we will be operating with a maximum of three families in the space at any one time.

We will also be applying a limit to the length of a session that families can attend, to a maximum of 90 minutes. We will endeavour to stagger start times to reduce the potential for families mixing.

Protecting yourself and others

Hand sanitiser is in place in reception and around the centre, and all parents and volunteers are requested to clean their hands on entry and supervise their children in cleaning their hands.

The wearing of face coverings by all adults attending the Centre is requested on arrival and when moving around inside the building, unless there is a declared medical reason for not doing so. Children under twelve years of age are exempt and the wearing of masks by them will be at the discretion of the parents.

Adults attending the session will be encouraged to maintain social distancing from other family groups. It is not expected that children will maintain distancing – however tables/equipment/toys etc will be positioned to encourage reduced mingling of children.

The small windows in the room will be kept open, but for safety reasons all doors will remain closed.

Parents will remain responsible for the supervision of their children including any additional hygiene needs due to Covid-19.

Waiting area

The café space will be available for parents to wait while a session takes place. It is not currently possible to use a private waiting area, as previously, so you may choose to wait away from the building if you consider this appropriate for your circumstances.

Toys

Toys will be provided, though we will have to reduce the number available.

Parents of very young children may wish to bring their own soft toys/ blankets etc as appropriate.

If during a session it is noted that a child does put toys in their mouth it will be necessary for the parent or volunteer to wipe down the toys as necessary.

The soft play area is currently out of use.

Provision of drinks and snacks

Drinks and biscuits will be served from the servery area by a member of the volunteer team.

Bathroom facilities

These will be available off the main hall space. Only one family should use the bathroom facilities at one time.

Anti-viral soap and paper towels are supplied in the toilets and kitchen for hand washing and drying and used towels should be placed in the waste bins provided after use and not put down the toilet.

Cleaning & Caretaking

The room will have been cleaned prior to the session and there will be regular wiping down of high touch points during the session with antiviral sanitiser spray.

There are foot operated bins which can be used for rubbish.

Positive COVID cases identified

If any attending adult, child or volunteer receives a positive Covid test or is advised to self-isolate they must immediately inform the centre and follow guidelines on treatment and isolation. Attendance at the centre will be stopped as soon as we are made aware and will only be resumed once we have reviewed with the parents or volunteer and confirmation is received that it is safe to return following a negative test.

If we become aware of any positive test results we will review our attendance and potential for contact and inform the necessary parties. NHS Track and Trace will also carry out their normal procedures. We will inform you if we are contacting them with your details.

Other procedures

Normal safeguarding and data protection procedures remain in place.

Concerns

If a centre attendee has any concerns or observations regarding these procedures or how the sessions operate they should contact the Centre Coordinator Shameen Saleem in the first instance.