

## **Guidance & Procedures for Families Visiting the Centre**

### **Woking Family Contact Centre**

The guidance and procedures which follow are designed to provide a safe environment for reopening the Centre during the COVID pandemic.

All visitors must wait outside the entrance door to the building until asked to come in by a volunteer. Markers will be placed to comply with the social distancing rules in place at that time. Sanitisers will be available at both entrances and at the toilets and elsewhere throughout the buildings. All visitors must sanitise their hands on arrival. Wipes will also be available.

All visitors are required to confirm that they have read the Centre's Risk Assessment by signing and dating this document either before coming to the centre or on their first arrival after re-opening. The Risk Assessment is available on the Centre's website [www.wokingfamilycontactcentre.org.uk](http://www.wokingfamilycontactcentre.org.uk) or a copy may be requested from the Co-ordinator. Before each session visitors will be required to complete the Visitor's Health Questionnaire & Agreement.

All visitors will be required to follow the instructions given by the duty volunteers. These will include confirming that you feel fit and well, and maintaining social distancing, hand sanitising, temperature checks and using personal protective equipment. All visitors are required to wear face-coverings –either masks or visors while in communal areas. All visitors will need to provide their own face-coverings. Masks or visors must be placed on the face before entering the building. Government guidance on face coverings can be found using the following connection <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

All visits will be restricted to a 1 ½ hour sessions. These will be at separate designated times for each family (2.00, 2.15 or 2.30) and no additional time will be given for late arrivals.

All parents and children when in the contact hall will be required to remain in their designated space for the entire stay except for visits to the toilets. Please ask a duty volunteer before leaving the room. Children will be encouraged to sanitise their hands before and after visiting the toilet facilities and after eating.

For added safety the windows in the contact hall will be open to allow air to circulate. Families should therefore bring suitably warm clothing for themselves and their families particularly in cold weather.

Sadly no toys, books or games will be provided for the time being so please bring your own entertainment for your children.

No drinks or snacks will be available so please bring your own and for your children. Please bring a bag for rubbish and take it away with you. Water in disposable cups will be provided by volunteers, if required.

No waiting room facilities will be available. A room for visiting parents will be available to ensure that they can attend 15 mins before the session starts/ends.

Please do not bring anyone else with you to the visits unless they are specifically named on a Child Arrangement Order or prior permission has been given by the Centre. This applies to both resident & non-resident parents)

Before families are accepted for contact sessions, all pre-visit meetings will be conducted via telephone or zoom before the first session starts. Unfortunately, there will be no opportunity to visit the premises beforehand at this time.

Volunteers and visitors are to remain 2 metres apart at-all-times. Private discussion areas will not be available. If you wish to discuss matters relating to contact, this can be done via telephone before or after a session.

I confirm I have read and understood this document and the separate Risk Assessment.

..... Signature

Print Name .....

Date .....2020