

## **Women and Girls Network Guidance for Clients & Service Users Visiting Our Offices (14/09/2021)**

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The safety of all of those who use Women and Girls Network (WGN) services and our team remains our priority during the continuing Covid-19 pandemic. To support us in this we are asking everyone who is planning on visiting our offices to please follow the below guidance:

### **Before visiting any of our offices:**

- We are encouraging everyone who is visiting any of our offices, to take a lateral flow test on the day before they attend. If the test is positive we ask that you do not visit our office as planned and instead notify the relevant WGN team member. We are encouraging this because around 1 in 3 people with COVID-19 do not have any symptoms.
- Lateral flow test can be ordered for free here: [www.gov.uk/order-coronavirus-rapid-lateral-flow-tests](http://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests) (and there are instructions on how to use the test correctly inside the test packaging).
- If you or anyone in your household have any Covid-19 symptoms, have been instructed to self-isolate or have received a positive PCR test within the past 10 days please do not visit our offices and instead contact us to discuss rearranging your appointment (see below).
- Please let us know, in advance of your visit if you have returned from abroad within the past 10 days.

If you have to cancel your counselling appointment due to ill-health as a result of Covid-19, we will discuss arrangements for reimbursing your session. If you are asymptomatic but self-isolating we will discuss if it is appropriate to hold your session remotely instead.

If you are unable to attend an in person appointment with one of WGN's other services (e.g. Advice, ISVAs and Young Women) due to ill-health as a result of Covid-19 we will discuss alternative arrangements with you (such as holding the session remotely or rearranging it with you) as appropriate.

### **When you arrive:**

- Please arrive at the time of your appointment, if you arrive more than 5 minutes early you may be asked to wait outside to prevent overcrowding in our offices.
- Please sign in and out using the visitor's book on site.
- Please take some time to read the related notices and observe the social distance markers which you will find throughout each site.
- Please wash your hands for 20 seconds and dry them thoroughly using the paper towels provided.

### **During your visit:**

- Please use the hand sanitiser provided throughout each office.
- Please maintain a 2 metre social distance from others.
- You can choose whether you would feel more comfortable wearing a face covering (and disposable face masks are available on site).

### **After your visit:**

- If we are informed that another person who was on site on the day of your appointment (and before or at the time of your visit) later tests positive for Covid-19 we will contact to let you know and to advise you to seek and take appropriate advice and steps.
- If, within 10 days, after your visit to any of WGN's offices you test positive for Covid-19, please let us know as quickly as possible so we can take appropriate steps.

### **Our Safety Measures:**

All of our offices have been risk assessed and measures introduced to ensure they are Covid-19 compliant. This includes:

- Increased ventilation.
- Increased full office cleaning, with additional regular disinfecting of touch points throughout the day.
- Limiting the number of team members and visitors in our offices at any one time to support us in continuing to maintain social distancing.
- Appropriate hand washing and hand sanitising facilities are readily available.
- Ensuring the availability of hand sanitizer and disposable face masks.
- Additional hygiene measures in our kitchen areas.
- Team members will not attend the office if they have any symptoms of Covid-19 or have had close contact with anyone who has recently tested positive for Covid-19.

**We hope this guidance is useful. If you have any questions, feedback or concerns, if you are a Counselling Client please discuss these with our Administration & Bookings Team. Alternatively if you are accessing any of our other services, please discuss these with your allocated worker.**

**We look forward to welcoming you safely to our offices.**