

Essential visitors

- No non-essential visitors will access the centre at this time
- In instances where essential professionals (such as social workers, speech and language therapists or counsellors, or other professionals) are needed to support a child or family member, managers will assess whether the professional/s needs to attend in person or if the support can be delivered virtually instead
- If it is agreed that they need to attend in person, the number of attendances is kept to a minimum and they will be informed in advance of the latest COVID-19 safety arrangements and guidelines which they will need to follow. This will include;
 - by appointment only
 - all visitors will agree to having their temperature taken on arrival
 - they will remain within social distancing guidance or wear a facemask / shield if this is not possible
 - any items or equipment used, e.g. pen to sign in, will be cleaned thoroughly after use, using antibacterial wipe
- The professional should also completed their own risk assessment and share it with the centre in advance to ensure any additional measures required are put into place ahead of the agreed appointment
- If parents or carers need to enter the setting to help their child settle, they are made aware of the safety guidelines, avoid close contact with other children and will not stay for longer than an hour. Otherwise parents or carers will not enter the centre unless there is a specific need

Non-essential visitors

- Delivery workers and suppliers will not enter the centre, instead food deliveries and other parcels will be drop-off at the door
- All essential maintenance and building work will be completed outside of operational hours, wherever possible
- If contractors must visit the premises they will be informed in advance of the latest COVID-19 safety arrangements and guidelines to follow. This will include;
 - by appointment only
 - all visitors will agree to having their temperature taken on arrival
 - they will remain within social distancing guidance or wear a facemask / shield if this is not possible
 - any items or equipment used, e.g. pen to sign in, will be cleaned thoroughly after use, using antibacterial wipe
- Parents wishing to visit the centre to register a new child will be permitted to visit only by appointment only during quiet session, after 16:30, when children on site can be kept separate from the visiting adult. Only one adult can attend at a time without their child and they must follow the centre's latest COVID-19 safety arrangements and guidelines

COVID-19 Safety Arrangements and Guidelines for all Visitors

1. Visits to the centre are by appointment only
2. No visitor should attend the centre if they are displaying any symptoms of coronavirus;
 - a. high temperature (37.8 degrees or higher)
 - b. a new, continuous cough
 - c. a loss of, or change to, your sense of smell or taste
3. Honeycroft encourages all visitors to avoid using public transport to get to the centre, wherever possible. Ideally, you should walk or cycle or use a private vehicle, provided you are only travelling with those from within your household. Read the Coronavirus (COVID-19): safer travel guidance for passengers for further information.
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
4. All visitors entering the centre should be willing to have their temperature taken on arrival
5. On arrival all visitors will have access to both hand sanitiser and hot water and antibacterial soap
6. A record will be kept of all visitors which follows the guidance on maintaining records of staff, customers & visitors to support NHS Test & Trace (date & time of visit, name & contact details, who they interacted with)
7. A face covering should be worn where 2-meter social distancing cannot be achieved, instead 1 meter plus, requires you to remain at 1-meter distance plus a face covering. A face covering will be provided if the visitor does not have their own
8. Visitors will be made aware in advance of access arrangements to facilities such as toilets
9. Any shared items or equipment, e.g. pen to sign in, telephone etc. will be cleaned thoroughly between use, using antibacterial wipes
10. If any additional measures are required, then the visitor should complete their own risk assessment and share it with the centre ahead of the agreed appointment
11. A full copy of the current risk assessment and guidance to visitors can be found here:
<http://www.honeycroft.co.uk/values-vision/>