

K ADDY Ltd

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COVID-19 POLICY

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1. Information for Instructing Parties

Our primary concern is the health and wellbeing of our employees, affiliates, and clients. We also believe that we have a duty to the wider community, particularly the most vulnerable in our society.

2. Actions we will take

The measures we will take to protect ourselves and those we work with, and to keep our communities safe is as follows:

- We will monitor the situation daily and ensure the business is fully prepared to react to any confirmed cases amongst our staff or in the centres from which we work.
- All staff and affiliates with client-facing roles will wear PPE, wash their hands regularly, and use hand sanitiser (60% alcohol or above) between clients. We will sit a minimum of 2 metres away from clients to reduce the risk of the spread of infection. We will not shake hands with clients.
- All employees, affiliates and freelance staff will follow the guidance issued by health organisations with regards to self-isolation in the event of any symptoms.
- If a case of the virus is confirmed in one of our clinic locations, that clinic may be required by local authorities to temporarily close. In the event of that happening we will communicate as soon as possible with all clients booked into that clinic and their instructing parties.
- With discussion with the instructing party, we may be able to offer a video-link assessment, using Facetime, WhatsApp, Zoom, MS Teams or Skype. This will be arranged only on a case-by-case basis following agreement by the instructing party.
- If our Psychologists are required to self-isolate, they will continue to carry out administrative tasks providing they are not unwell. They may be able to offer video-link assessments, as described above. We will inform all clients and instructing parties if any of our Psychologists have to self-isolate and will discuss with them, and instructing parties, steps that can be taken to minimise disruption.
- If any appointments need to be cancelled these will be re-arranged as soon as possible, medical guidance permitting.

3. Our expectations from those we work with:

- Clients are sent a risk assessment with their appointment letter and will be asked to complete this on the day of their appointment prior to attending. If clients feel unable to attend due to risks highlighted then please contact us on 01248 719750 ahead of the appointment time to cancel the appointment.

- We request that clients cancel their appointment if they are showing any signs of being unwell (based on the guidance given by the government, the NHS and the WHO). Please contact us on 01248 719750 ahead of the appointment time to cancel the appointment.
- Non-attendance fees agreed will be waived on a case-by-case basis. To waive a non-attendance fee, we require that we have been informed ahead of the scheduled appointment time that the client will not attend (a fee will apply if the client does not attend with no notice given).
- Only the person whose name is on the appointment letter will be allowed into the building at the time of their appointment. They should not attend with another person as they will not be allowed into the building. If the client cannot attend the appointment alone please contact us on 01248 719750 to discuss this. The only exception to this rule are minors or people with disabilities that mean they require a carer with them.
- Clients will be provided with hand sanitiser and we ask that all clients wash and sanitise their hands upon arrival and when leaving our clinics.
- We recommend all clients follow the [World Health Organisation website](#) guidance with regards to general hygiene advice and recommendations, these include:
 - Frequently and thoroughly clean hands with soap and water or if this is not available, hand sanitizer with an alcohol content of over 60%.
 - When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands.
 - Avoid touching your eyes, nose or mouth.
 - Avoid close contact with anyone who has a fever or cough.
 - Avoid greetings that include physical contact e.g. handshakes.