

K ADDY Ltd

65 High Street, Bangor, Gwynedd, LL57 1NR
Telephone: 01248 719750

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.

Statement Regarding Face to Face Appointments during Covid-19 Restrictions

This documentation is to be read in conjunction with the Covid-19 policy attached.

I have been requested to arrange a face to face appointment with you. As such I wish to draw your attention to the following information so that you can choose if you wish to attend. I take the Covid-19 risk of infection very seriously and as such wish to offer a collaborative plan to ensure a safe assessment under the current circumstances of the Covid-19 pandemic. In order to complete a face to face assessment the following steps will be followed:

1. A socially distanced face to face assessment during which I will be wearing PPE and you are strongly advised to also wear PPE.
2. The assessment will be conducted in a large room where a social distance of two meters will be adhered to.
3. The waiting room for the appointment is closed and only the person whose name is on the appointment letter will be allowed into the building at the time of their appointment. Please do not attend with another person as they will not be allowed in. If you cannot attend the appointment alone please contact us (details above) to discuss this. The only exception to this rule are minors or people with disabilities that mean they require a carer with them.
4. Proceeding with any face to face assessments during this time involves a necessary balance of risks. I have completed a risk assessment regarding my clinic facilities and regarding my own health. However, you need to consider your own health and the possible consequences to you and your family should you contract Covid19.
5. The evidence base indicates that being in a room with someone for a period of over 15 minutes increases risk of transmission. These assessments will be in large ventilated rooms, however you may need to be present for over 60 minutes. You need to consider how this increases your risk and what the health outcome maybe should you contract Covid19.
6. If you feel the risk of attending a face to face appointment is too great then I am able to offer an online video link assessments using a range of conferencing tools (Facetime, WhatsApp, Zoom, MS Teams, Skype) and I am happy to offer this as an alternative. If after reading this information and considering your risks you decide you would rather have a video assessment, please advise your solicitors who will be able to arrange this.
7. **As per the attached policy if you choose to attend for a face to face assessment our expectations of you are as follows:**
 - We insist that if you are showing any signs of being unwell you cancel your appointment.
 - As per government guidance, if you have been contacted and requested to socially isolate that you cancel your appointment.
 - You 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 will not shake hands during the appointment and will remain 2 meters away from you. Please provide us with the same socially distanced respect for infection control.

Dr Karen B E Addy, Consultant Neuropsychologist
65 High Street Bangor LL57 1NR
01248 719750 / Enquiries@nwneuro.co.uk

- 8. To assist you in deciding if you wish to attend a face to face appointment, I have attached a risk assessment checklist. Please ensure you complete this on the day of your appointment prior to attending and if you feel unable to attend due to risks highlighted then please contact us or your solicitor to cancel the appointment.**

If we can provide any further assistance during this difficult period please let us know.

Mrs Keira Truswell
Office Manager

Dr Karen Addy
Consultant Neuropsychologist

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