

Coronavirus (COVID-19) Infection Prevention & Control Policy

In line with UK Government regulations, I will be offering the option of in person coaching sessions from my premises as of 1 August 2020. Obviously safety is my top priority and I have implemented many changes which meet and surpass regulations to provide a COVID-safe space for coaching.

Please note however that there is always some element of risk when seeing people in person. If you have concerns about this, please choose to have your coaching via video call or telephone – both of which are very effective. Anyone in a higher risk group should consider this option.

Appointments

- If you feel ill or have symptoms of COVID-19, which are:
 - **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
 - **a high temperature** – you feel hot to touch on your chest or back, you have a temperature of 38°C or more, or you have symptoms, such as shivering (chills), sweating or warm, red skin
 - **a loss or change to your sense of smell or taste** – you've noticed you cannot smell or taste anything, or things smell or taste different to normal

DO NOT ATTEND YOUR APPOINTMENT. If you feel well enough to do the session, we'll do it via video call or telephone instead. If you do not feel well, we'll rearrange if for another time. I will waive late notice cancellation fees.

- If I feel unwell or have any COVID symptoms I will also do this, of course. This may mean that I have to rearrange your appointment at short notice. You will be able to rearrange your appointment for an online alternative if I am well enough to work, or wait until the self-isolation period has ended and face to face sessions resume.
- If you or anyone you live with (or who is in your support bubble) feel ill or display any of the above symptoms of COVID-19 – please advise me as soon as possible and DO NOT ATTEND YOUR APPOINTMENT. You will not be charged for late cancellations/amendments.
- In all of the above cases, the UK Government self-isolation guidelines must be followed before returning to face to face sessions.

Arriving for Coaching

- When you arrive for your appointment, please stay in your car and call me on my mobile (**07739 557316**) to let me know you are here. Please do not do this more than 5 minutes before your appointment time.
- I will advise you to come into the coaching space and you will be able to make a touch-free journey from your car to the coaching room at the back of the house. The route is through the front garden gate and then the side gate into the back garden (both lodged open) to the back of the house.
- The doors to the room will be open and I will be there, standing more than 2 metres back.
- Plenty of time is left between in person clients to allow thorough cleaning and ventilation of all areas. A maximum of 2 face to face clients will be allowed in any one day.

The Coaching Space

There will be hand sanitiser available at the door. Please use it before entering and take your seat. There is a hook near the seat for coats if required.

The fabric armchair will have been covered with a freshly laundered water resistant cover.

All potential touch and contamination surfaces will have been cleaned with soapy water and then detergent spray before you attend.

The two coaching chairs are more than 2 metres apart. This means that the need for masks or other PPE is negated. However, given that we are inside, talking for a period of time and facing towards each other, I have taken the extra measure of installing a perspex screen which sits between us. It is very unobtrusive but provides further protection and peace of mind.

In addition or alternatively, if you would like to wear a mask and would like me to wear a mask, this is possible. Please bring your own and advise me in advance of your session.

At least one window or door will be open in the room for ventilation, to minimise risk of transmission via airborne particles. Please wear plenty of layers so you're warm enough! Additional heating can be provided. If required by then, an air filter will be installed for air filtration and circulation as the weather cools.

Sadly, I will no longer be providing cold or hot drinks for clients. Please bring your own full water bottle if you need hydration.

Using the toilet

If possible, it is suggested that you try and time your visit so you don't need to use the toilet as the only one available is inside the house, upstairs in the main bathroom. This means there is more risk associated than staying in the coaching room. However, I appreciate that this is not always possible and have ensured that the route and environment is as safe as possible.

When you let me know you want to use the toilet, I will ensure that the route to the bathroom is clear for you and will give you more than 2 metres distance as you pass.

The bathroom and surfaces will have been thoroughly cleaned before your attendance, along with any touch points on the way, including the staircase handrail and bathroom door handle. Additional detergent wipes are available if you wish to clean any areas more yourself (to discard in pedal bin).

The window will be open for good ventilation. Signage is provided for good bathroom hygiene including requesting that the toilet lid is closed before flushing.

Single use towels are available to use and then discard in a provided basket after thorough hand washing with soap and water for at least 20 seconds.

As you will have to open the (clean) bathroom door when leaving the bathroom, hand sanitiser is available at the top of the stairs to use before your return to the coaching space.

Ongoing

The above procedures have been implemented for your safety and mine. I will continue to take advice from the Government and the NHS regarding safe practice and will amend as necessary.