

Coronavirus (COVID-19) Infection Prevention & Control Policy

In line with UK Government regulations, I am providing the option of in person coaching sessions from my premises. Obviously safety is my top priority and I have implemented many changes which 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. It's very effective and avoids all risk. Anyone in a higher risk group should consider this option.

Appointments

- You will be expected to take a lateral flow test before attending each appointment. I will also do this. A negative result is needed before attending.
- 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 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 any of your close contacts 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.

Arriving for Coaching

- When you arrive for your appointment, please stay in your car and call/text 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 when 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.

All potential touch and contamination surfaces will have been cleaned with 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 and talking for a period of time, windows will be open for ventilation. Please wear plenty of layers so you're warm enough! Additional heating can be provided.

A HEPA air filter is also in use.

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.

The bathroom and surfaces will have been thoroughly cleaned before your attendance, along with any touch points on the way. 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.

Single use towels are available to use and then discard in a provided.

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.