

## Seashell Trust COVID-19 Visiting Policy

### Frequently Asked Questions (FAQs)

<p><b>1.</b> Can I touch / hug my child?</p>	<p><i>Where possible we need you to encourage social distancing and be at least 2 metres apart. We understand that your child may not fully understand this and may initiate a hug or touch with you. To minimise risk, we will ask you to wash your hands at the start of the visit and wear a facemask and gloves during the visit. We also advice that when you return to your family home, that you change your clothing and clean down any footwear.</i></p>
<p><b>2.</b> Will I be able to take care of my child's personal care needs?</p>	<p><i>No. The risk of contamination can increase. Your child's support worker will provide all personal care needs.</i></p>
<p><b>3.</b> Can I take my child for a walk?</p>	<p><i>No, we ask that during the visit, you stay in the fenced garden area.</i></p>
<p><b>4.</b> If my child gets unsettled, what happens?</p>	<p><i>Your child's support worker will be there to help and will use known strategies that help keep your child calm. This may be bringing their toys along or a picture book for example.</i></p>
<p><b>5.</b> Can I go for a walk to allow my child time to settle?</p>	<p><i>No, we ask that during the visit, you stay in the fenced garden area. The garden is a large space and will enable you to go to another area within that garden. The best option may be that your child goes for a short walk instead. In an extreme situation, where this strategy may not work, you may be asked to sit in your car.</i></p>
<p><b>6.</b> Do I have to wear PPE? And if so, who will provide this?</p>	<p><i>Yes, We ask that on arrival to the allocated outdoor area, that you wash your hands and wear a facemask and gloves. These will be provided by Seashell.</i></p>
<p><b>7.</b> Will I need to socially distance?</p>	<p><i>Yes. Where possible we need you to encourage social distancing and be at least 2 metres apart</i></p>
<p><b>8.</b> Can I visit on alternative dates / times?</p>	<p><i>To take all necessary precautions, visitor slots are minimal to enable effective infection control processes to take place before and after the visit. Visiting slots are available as follows:</i></p> <ul style="list-style-type: none"> <li>➤ <i>Mon - Friday afternoon 4-6pm,</i></li> <li>➤ <i>Saturday 10am-12pm, 1-3pm, 4-6pm</i></li> <li>➤ <i>Sunday 10am-12pm, 1-3pm, 4-6pm</i></li> </ul>
<p><b>9.</b> How often can I visit?</p>	<p><i>We have a total of 32 children, young people and young adults in residence. To enable visits to be fair and purposeful for the individual, how often you are able to visit will be dependent on how many submit a visitor request. You would not be able to visit more than once a fortnight.</i></p>
<p><b>10.</b> How many of us can visit each time?</p>	<p><i>Only one relative is able to visit at any one time.</i></p>
<p><b>11.</b> Can I bring my child's siblings?</p>	<p><i>No.</i></p>

<p><b>12.</b> How many visits will be taking place at once?</p>	<p><i>We have a number of individuals that are shielding relatives and following government guidance, only one visit will take place at any one time.</i></p> <p><i>Visiting slots are available as follows:</i></p> <ul style="list-style-type: none"> <li>➤ <i>Monday - Friday afternoon 4-6pm,</i></li> <li>➤ <i>Saturday 10am-12pm, 1-3pm, 4-6pm</i></li> <li>➤ <i>Sunday 10am-12pm, 1-3pm, 4-6pm</i></li> </ul> <p><i>Visits are booked onto a system maintained by our Family Services team.</i></p>
<p><b>13.</b> Do I have to let you know in advance when I want to come?</p>	<p><i>Yes, you will be required to use the booking system and attend at your allocated time</i></p>
<p><b>14.</b> How much notice do I need to give before visit?</p>	<p><i>You may book a visit once every 2 weeks. You do not need to call in advance to state your arrival as you will be expected at the allocated time</i></p>
<p><b>15.</b> How many visits can I book at a time?</p>	<p><i>You can only book one visit at a time to enable other relatives to request a visit.</i></p>
<p><b>16.</b> How far ahead am I able to book?</p>	<p><i>Two weeks ahead only</i></p>
<p><b>17.</b> How do I access the site?</p>	<p><i>On arrival you must press the buzzer to request the gates be opened.</i></p>
<p><b>18.</b> Where do I park?</p>	<p><i>In designated parking spaces to the rear of Orchard, adjacent to the Visitor Meeting Area (marked in red on the plan- Follow RED Arrows).</i></p>
<p><b>19.</b> Will I be able to go inside if weather is unsettled / wet?</p>	<p><i>No, There is no access to other building other than the use of toilet facilities (below)</i></p>
<p><b>20.</b> Will there be toilet facilities available?</p>	<p><i>There will be access to toilet facilities within the training department building. We would request that you clean these with wipes that will be provided following use.</i></p>
<p><b>21.</b> Who do I contact to book a visit with my child?</p>	<p><b>Family Services:</b></p> <p>✉: <a href="mailto:Family.Services@seashelltrust.org.uk">Family.Services@seashelltrust.org.uk</a></p> <p>☎: Jenny Turner, mobile: 07956633874 Hannah Swindells mobile: 07494459820</p>
<p><b>22.</b> What are the cancellation policies? Is this different at weekends?</p>	<p><i>You may cancel your visit by contacting family services. At weekends when they are not available you may let the care coordinator know directly and house will be informed</i></p>
<p><b>23.</b> What happens if you (Seashell) need to cancel?</p>	<p><i>If for any reason we need to cancel you will be contacted. We will give you as much notice as possible and look to rearrange another visit</i></p> <p><i>Reasons for cancellation could be:</i></p> <ul style="list-style-type: none"> <li>• <i>Your child develops symptoms</i></li> <li>• <i>Your child's house is in isolation</i></li> <li>• <i>Your child is unwell – non COVID related</i></li> <li>• <i>Other unforeseen circumstance</i></li> </ul>

<p><b>24.</b> What happens if I need to cancel? Or if I'm running late?</p>	<p><i>Please let us know as much in advance as possible so that we can reallocate a visiting time to another family. If running late please call ahead (coordinator) to advise us of estimated time of arrival. Please note the visit may need to be cancelled, rescheduled or cut short depending upon time</i></p>
<p><b>25.</b> What cleaning will take place of the meeting area before / after?</p>	<p><i>All touchpoints will be cleaned before and after the visit. This will include but is not limited to chairs, door handles and gate latches</i></p>
<p><b>26.</b> What cleaning will take place of items used during visit? Eg sensory toys, mobility aids, communication devices?</p>	<p><i>All items that your child uses are regularly cleaned by support staff. We would ask that you wear PPE during your visit following handwashing that includes gloves and try to avoid handling of these items during your visit</i></p>
<p><b>27.</b> What about split families?</p>	<p><i>1 parent from each separate household may visit alternate weeks</i></p>
<p><b>28.</b> Who will choose which families can visit when? Will there be a priority?</p>	<p><i>There is no priority and visits will be shared fairly. By limiting the amount of visits each family can book we can ensure that every family has an opportunity to see their child</i></p>
<p><b>29.</b> How long can I visit for?</p>	<p><i>A visit is a maximum of two hours.</i></p>
<p><b>30.</b> Who will be accompanying my child from Seashell Trust?</p>	<p><i>Your child's support worker/s will accompany your child. This will be whoever is on the shift at the time of the visit</i></p>
<p><b>31.</b> Will you check my temperature when I arrive on site to ensure the risk to my child is lower?</p>	<p><i>No. Prior to a visit we will carry out a screening questionnaire to determine if you and your household are well and not displaying any COVID-19 symptoms.</i></p>
<p><b>32.</b> Can I bring anything for my child? Eg Toys, Items from home, Food and drink, clothes</p>	<p><i>You may bring toys to leave for your child but they will have to be sanitised before use. You may also leave clothes and food but your child's support worker will serve this to your child</i></p>
<p><b>33.</b> Can I eat a meal with my child?</p>	<p><i>Yes, but stay alert. Wash your hand and your child's hands before eating. Do not share utensils and use disposable cups. There is no access to any kitchen facilities, so you would have to bring your own food and drink.</i></p>
<p><b>34.</b> Can I bring medication etc on other times?</p>	<p><i>Medication can still be delivered to the gates as per the current arrangement</i></p>
<p><b>35.</b> Will I be safe from infection by coming on site?</p>	<p><i>The safety of all visitors, staff and residents to site is our priority and we are doing our utmost to minimise the risk to everyone by following guidelines and ensuring high levels of hygiene are followed</i></p>
<p><b>36.</b> Can we collect our child and take them offsite for our visit?</p>	<p><i>One of the key elements in preventing infection from COVID-19 is limiting contact with others and staying home as much as possible. Due to this and our responsibility to all children who are resident at Seashell Trust visits must only take place in the designated area onsite</i></p>

APPENDIX 1

