**Reopening of Contact in KAB (Knock, Ards, Bangor) Child Contact Services**

In order to reopen our services in a reduced manner and provide contact between children and their parents we are offering a reduced service with the understanding that any individual who is unwell or is exhibiting coronavirus (COVID-19) symptoms, or who have someone in their household with symptoms, does not attend the contact service.

**For families** attending the reduced service:

In response to the government guidance on social distancing and essential services KAB Child Contact Centres currently need to reduce the level of service available to clients, the courts and the Belfast / South Eastern Health and Social Care Trust.

KAB Child Contact Centres recognises that at this difficult time the challenges for families involved in the family contact situation are many and difficult and aims to re-establish contact for each family at the earliest opportunity.

In line with the government recommendations, with the best interests of the children and their family members a paramount consideration, we are required to implement the following procedures:

* The relevant Health and Social Care Trust will be consulted on the resumption of service
* Referrers and the Courts will be informed of the resumption of service
* The clients will be informed of the resumption of service and consulted as to their wishes to re-engage with the contact process
* The centre premises will be cleaned in line with the enhanced hygiene procedures reflected in the Health Pandemic Policy
* Personal, Protective Equipment (PPE) will be provided to the families, Coordinator, staff and volunteers on duty. Masks must be worn entering, leaving or moving around the building. Once a contact parent is settled in their individual contact room their mask may be removed if preferred. Full PPE should be worn if a volunteer or member of staff must hold a baby/young child. PPE will be double-bagged and binned after each session
* Team members/ volunteers are not expected to participate in the rota if they do not wish to
* Pre contact questionnaire re any Covid symptoms will be completed at the door by each person attending
* Contact details of clients and Contact Centre staff in attendance at each session will be recorded in case contract tracing is required
* Clients and team members who have any symptoms **must not attend**. If anyone develops symptoms such as **a new persistent cough, temperature, loss of taste or smell**, or contact with anyone who has developed such symptoms, after attending for contact they should inform the Coordinator at the earliest opportunity
* Families and staff will be asked to participate in regular handwashing
* There will be a hand sanitiser station at the front door as well as each internal door and **ALL** centre users must wash hands at sink available in each room
* Only one person is permitted to drop off the children at the ground floor door and no additional visitors can attend the contact visit
* There is no waiting in the centre for resident parents
* Parents MUST BE ON TIME. Staggered arrivals are in place to ensure safe arrival and social distancing. If you arrive late you will not be allowed into the centre and contact will be cancelled for that day
* Refreshments will **not** be offered while government restrictions are in place
* Families can bring food and drinks for their children, but no food heating can be provided. All rubbish MUST be disposed of either in the bin in the room or taken home with you. There will be no hot drinks provided. The toilets/ baby change facilities will be available for use if necessary and will be cleaned with disinfectant cleaner after every use
* Resources on offer will be limited to reduce the possibility of contamination e.g. no use of soft toys, dressing up clothes. Each child will be given their own box of toys to play with, which will then be set aside until their next visit. Parents may bring in their own toys for their children and take them away each session
* After each session, the equipment and resources will be cleaned ready for the next session, including tables and chairs & all touch points
* If parents do not abide by the safety measures in place, we will not continue contact for them and we will contact their solicitor/CCO/Social worker, as necessary
* These procedures will be reviewed regularly and updated when necessary
* Numbers of clients will be limited to ensure safe social distancing for all involved. However parent/contact adult & child are not required to social distance

**KAB Child Contact Centres will work to ensure robust health, safety and hygiene practice in line with government guidelines – however all service users have a responsibility to follow government guidelines on personal hygiene and social distancing**

**Whilst all suitable precautions have been taken to ensure the safety of members of staff and users of the centre it is impossible to eradicate all risk of infection of Covid-19 in any location. Therefore responsibility is upon all individuals to ensure that they adhere to guidance provided and to protect themselves as far as possible**

**These procedures will be reviewed regularly in line with government guidance**