

Parenting shouldn't end when relationships do

Covid – 19 and Child Contact Centres

Re-opening Checklist

Updated 1st June 2020

One of the take home messages as a result of seeing how NACCC Members have responded to recent events is that we are honoured to have such a professional, dedicated and motivated membership. You are quite magnificent in the way you are always striving to do more for the children and families that rely on the child contact centre and our services.

Making the decision to suspend offering face to face services was something that none of us ever thought we would have to face and hope that we will never again have to make similar decisions. Our practice makes us more than aware of the emotional harm that not having contact can cause, particularly where we are worried about parental alienation and the other distressing things that might be happening for children.

Up until this point the guidance from NACCC has been for centres to not open for face to face contact services. This is no longer our guidance. We are recommending that you actively plan for the future and specifically when you may be able to re-open and how and what services you will be able to provide. You should feel under no pressure whatsoever to re-open until you are completely ready to do and for some centres this may take months rather than weeks.

This must be a very carefully considered question and the answer must be one that is clear, thought out, meaningful, safe and practical and the answer will be different for every centre.

It is also apparent that members in different parts of the NACCC regions will have considerations to make based upon the restrictions, guidance, and advice locally. NACCC has Members in England, Wales, Northern Ireland, The Channel Isles and the Isle of Man, not forgetting our friends in the far east and each area has its own guidance that should be followed and given primary consideration in any decisions made.

Regardless of geography before any centre re-opens there are the minimum considerations that should be made. Each centre will add to this list in line with the individual nature of their centre, the guidance of the region where the centre is located, and other considerations felt to be appropriate.

The following checklist can be used to support individual decision making. Once completed it could also be used to guide centres through a process of risk assessment, therefore, demonstrating due diligence.

The following checklist can also be used for forming the basis of these considerations. We would recommend that this be copied onto a letter headed document associated with your service, completed and a record kept.

Registered Charity No. 1078636 • Company Limited by Guarantee No. 3886023 (Registered in England and Wales)

Chief Executive: **Elizabeth M Coe**
Founder: **Frances Mary Lower MBE**
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COVID 19

CHECKLIST FOR CONTACT CENTRES

N.B for the sake of this activity the word staff relates to people who are: Paid, unpaid, trainees, students and any other person associated with the operation of a service.

	Consideration	Yes	No	Centre Implementation
Families	Families will need written guidance about when they should not come to contact.			Families to be reminded of symptoms on NHS website for example. If these symptoms occur, they must agree that no person from that household will attend the centre.
Families	Can families use their own cups, plates, and other equipment, to reduce the need for these to be touched by others.		✓	Served by staff and use dish washer.
Families	Is it possible to be asking children or parents to bring their own toys (and restrict sharing of these from family to family)?	✓		
Families.	Do you consider it necessary (and will you be physically able) to check the temperatures of people using the building whilst maintaining social distancing?		✓	We will ask families any significant changes overnight to visiting time.
Families	Will you be asking the families using the centre to wear face coverings during their time at the centre?	✓		On arrival both parents, but during play with children, no mask for parent is required.
Families	Does the centre have a reliable method for identifying families in 'at risk' groups?	✓		



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Families	Can people other than parents and their own children be kept a distance of 2 metres apart from one and other?	✓		
Families	Does the centre have an effective method of identifying those (adults or children) at higher risk?	✓		Information is shared during pre-meeting and we will phone all families to identify for any particular group.
Physical Environment	Can reasonable steps be taken to reduce the likelihood of families meeting in communal areas (e.g – reception or bathrooms)?	✓		Social distancing at all times
Physical Environment	Can you reasonably take steps to promote social distancing? (eg one-way systems in corridors & avoiding bottle necks in places like reception for example)	✓		
Physical Environment	Supported Only – Is there a way of keeping families a minimum of 2 metres apart in the contact room? This might entail the use of physical barriers.	✓		
Physical Environment	Does the centre have the facility to ensure that all who use the building are able to wash (or sanitise) their hands soon after entering the building and certainly before contact commences?	✓		
Physical Environment	Is the centre able to thoroughly clean all toys and other equipment that children might use? If not, could this be removed with an expectation that parents provide their own.	✓		Soft play equipment only can we provide.



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Physical Environment	The centre will need an established cleaning regime in place, that is recorded and known about by those using the service. For example, would it be possible to clean all touch points hourly (door handles, taps, intercoms and so on)?	✓		Door handles will be wiped down every hour.
Physical Environment.	Do you consider it necessary to suspend the provision of drink or snacks, provide by the centre? If not are you able to risk assess how this will be managed safely?	✓		Can be shared safely. Biscuits on saucers per family group. No other food will be allowed in the centre (as usual).
Staffing	Is there any specific, training, induction, or written guidance that your staff require to manage the risks associated with Covid-19?	✓		All staff to read Risk Assessment and on-site training prior to shift.
Staffing	Is there any other relevant training that might need to be delivered before staff can come back to work?		✓	
Staffing.	Do you have any staff that might require emotional support to enable them to feel ready to come back? Are you able to access this?		✓	Open discussions with all staff about their availability and if they feel ready to return to the centre.
Staffing	Whilst staff have not been at work have their DBS checks been kept up to date?	✓		
Staffing	Whilst staff have been off work have, they been able to maintain any professional registrations or memberships? (Social Work England for example).	✓		Not applicable
Staffing	Does the organisation have a system in place to identify vulnerable staff members?	✓		Staff will inform of any changes immediately and they will confirm fit to work on arrival.



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Staffing	Can a service be offered without using staff or volunteers in 'at risk' groups?		✓	
Staffing	Can staff reasonably maintain social distancing, from each other and those using services.	✓		
Staffing	What can you put in place when Social Distancing will not be maintainable? (for example, if staff offer first aid, or pick up a crying child)	✓		Parents will be informed to administer any care.
Staffing	Can staff use their own cups, plates, and other equipment, to reduce the need for these to be touched by others.		✓	No food or drinks allowed in the centre.
Staffing	Can staff do their own washing up, to avoid cross contamination.	✓		
Staffing	You will need to make an assessment of what Personal Protective Equipment (PPE) will be needed and appropriate for your Staff and Volunteers. The contact centre would need to meet the cost of providing anything identified in this assessment.			Staff will wear face shields and masks supplied by KCCC. Masks can be their own. Gloves where neccary.
Staffing	It is recommended that an assessment take place relating to how staff will access centres and whether the centre should provide PPE to those deemed necessary (particularly those traveling on public transport).			On arrival staff will wash hands and sanitize. Then put on PPE.

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Management	Any centre making the decision to open should outline to parents that accessing the service is optional. It would be good practice to have a document that outlines how you will keep people safe and explicitly stating that by attending people know what your doing to minimise the risk and understand that attending is optional.			KURC have CoVID guidance and we will have our own Risk Assessment.
Management	Have the management committee / trustees/ business directors held a meeting whereby future actions regarding opening the centre have been discussed and recorded.	✓		Communication has taken place with KURC and us to see the way forward for our re-opening.
Management	NACCC are aware that insurance policies do not tend to cover liabilities related to Covid-19. Do you need to speak to your insurer about the cover you have in place and whether this is sufficient?	✓		Spoken to insurers: we need to have this checklist complete and a Risk Assessment to mitigate any risks whilst in operations.

Completed by: C.Lee
Centre Manger

27.07.20

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