

COVID-19 Statement

The Signing Company is pleased to announce that it will be offering classes in some settings again from September 2020. Naturally, the way we run the classes will be slightly different due to the coronavirus pandemic, but we hope that the procedures we have put in place will reassure customers that they are safe to return to us. We will continue to offer classes online for those not wishing to venture out just yet, but we look forward to welcoming both returning and new customers very soon.

Firstly, The Signing Company takes the safety of its staff very seriously and so all staff have received training on Infection Control. In addition, staff will undertake a health assessment at the start of each day. Temperature is taken and a form asking the following is filled in:

- Do you currently have COVID-19 – Yes/No
- In the last 14 days, have any of your household been diagnosed with COVID-19 – Yes/No
- Do you currently have any symptoms of COVID-19, or have had any in the last 7 days – Yes/No.

Staff will also regularly sanitise contact points such as door and other handles, taps, switches, surfaces, and props and hand sanitiser stations will be set up in various locations e.g.: entrance/exit and toilets.

Each venue has been risk assessed and various measures have been put in place to reduce the risk of infection and keep everyone as safe as possible. Prior to arriving, you will receive advice about the venue and arrangements/etiquette to follow whilst in the venue. For example:

- Arrangements when arriving at the venue and entering the building. This may involve being greeted at the entrance and directed to the class to avoid coming into close contact with others.
- You may be given advice regarding buggies, prams etc. It may be recommended that you carry or wear your baby in a sling when entering and exiting the premises.
- Advice regarding wearing of face coverings or gloves where applicable.
- Directional signage when moving around the premises or toileting, to ensure social distancing.
- Furniture may be moved or re-arranged to assist with social distancing.
- Hygiene requirements. For example, what to do with tissues, rubbish etc.
- Customers will be made aware of hand sanitiser stations and asked to wash their hands.
- Advice when leaving the building. This may involve exiting one household at a time. You may be advised not to congregate in the class or hallways etc.

A note regarding in-class etiquette:

Whilst every attempt will be made to maintain social distancing, it is accepted that it is extremely difficult to guarantee total separation with toddlers and babies. If customers have any concerns regarding this, it is recommended that they do not return to classes for the time being.

NHS Test and Trace

NHS Test and Trace is part of the Government's response to managing the spread of COVID-19. Companies providing close contact services have been asked to collect customer details and share them, where requested, with NHS Test and Trace. This is so that customers can be informed if they may have been exposed to or come into contact with, a person who has tested positive for COVID-19.

In line with Government guidelines, all customers will be asked to provide:

- Their name. If there is more than one person, then the name of the 'lead member' of the group is required, and the number of people in the group
- a contact phone number for each customer or visitor, or for the lead member of a group of people
- date of visit, arrival time and, where possible, departure time

The above information will be kept for 21 days and then securely destroyed.

In line with GDPR, the above information will only be kept for NHS Test and Trace and will not be used for any other purpose.

The Signing Company will continue to introduce additional measures in line with the latest guidance from .Gov.uk. and the NHS.

In the meantime, we hope that the above arrangements will give you the confidence to return to us, and we look forward to seeing you soon.