

COVID-19 client information & expectations

If you would like to receive a copy of this information sheet, please ask a member of staff and we will arrange to email you a copy or you can take a paper copy from our reception desk.

1. COVID-19 Symptoms

- A high temperature – this means you feel hot to touch on your chest or back
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss of, or change in, your normal sense of taste or smell

2. Health conditions that increase your risk of becoming severely ill if you become infected with COVID-19

People at high risk of becoming severely ill, include people who:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant
- Chronic lung disease or moderate to severe asthma

People at moderate risk of becoming severely ill include people who:

- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)

3. Mind in Bradford safety measures and expectations

All clients must adhere to the measures that have been implemented to ensure safe face to face service delivery. The following measures are now in place and must be agreed and adhered to by all clients. Failure to adhere to the measures could result in suspension from face to face services until staff are assured that all measures will be adhered to consistently and stringently.

Please note that face to face services at Mind in Bradford can be accessed via prior appointment only – access to the office will not be granted without a pre-arranged appointment

To access face to face services at Mind in Bradford, clients are expected to:

- Complete a screening checklist with a member of staff prior to entering the office
- Follow stringent personal and hand hygiene practices and strict social distancing measures whilst in the building:

Personal and hand hygiene -

- Go straight to the bathroom to wash your hands for at least 20 seconds with soap and warm water before entering the office and every time you enter and exit the office. Instructions are displayed by each sink.
- Use anti-bacterial hand gel (provided by Mind in Bradford) between hand washing and when first entering reception
- Use a tissue to cover your nose and mouth if you cough or sneeze and place all used tissues in a closed bin, immediately wash your hands or use sanitiser after doing this. If you are unable to grab a tissue in time, cough, or sneeze into the crook of your arm
- Avoid touching your eyes, nose, and mouth with unwashed hands

Social distancing -

- Do not enter the building in pairs or groups or congregate in the reception area
- Do not gather at the building entrance with other people
- Enter the building in an orderly fashion, maintaining 2 metre social distancing
- Maintain a minimum distance of 2 metres in all locations in the building
- Avoid congregating outside to smoke
- Use stairs instead of lifts if possible
- Follow directions and signage on site
- Wear a face covering during face to face activities with others – if you do not have one, one will be provided for you
- Clean up after yourself - put rubbish straight in the bin, do not leave it for someone else
- Do not use tea and coffee making facilities – staff will make teas and coffees for you
- Bring coats and layers as windows will be kept open for ventilation purposes!
- Notify a member of staff immediately if you become unwell or start displaying symptoms
- Notify a member of staff immediately if you witness anyone on site not adhering to the measures in place

4. Government and NHS Guidance

NHS - Symptoms: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

NHS - Who is at increased risk: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

NHS – Self isolation guidance: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

Government – Coronavirus Guidance: <https://www.gov.uk/coronavirus>