

Coming to our offices - What to expect

We are very pleased to be re-introducing face-to-face appointments and wellbeing activities in our offices and in outdoor settings. Obviously, we want to do this in a safe way, and to look after each other during this difficult time.

Therefore, we have made some changes to the way we deliver services, and to what you might expect when you arrive for an appointment for 1-1 services or group activities.

Before your appointment

The day before your appointment you will have received a text message asking if you have any symptoms of Covid 19, Coronavirus. The main symptoms of coronavirus are:

- **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **A new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **A loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

If you have any of these symptoms, please **DO NOT** attend your face to face appointment. Instead, please call 0161 330 9223 and we can either offer you an alternative such as a telephone appointment or re-book a face to face appointment.

If you are symptom free and able to attend, we would ask you to bring a face covering to wear in the communal areas of the building.

[Click for full details](#)

216-218 Katherine Street
Ashton-under-Lyne
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Tameside, Oldham and Glossop Mind. Registered Charity (No. 1123549)
Registered Company Limited by Guarantee (No. 5340472)



Tameside, Oldham
and Glossop

Arriving for your appointment

Try not to arrive more than 5 mins before your appointment

To comply with Social Distancing, we are asking people to wait outside the building until their appointment time. Therefore, please arrive on time for your appointment and press on the intercom.

Please can all children and young people attending appointments arrive with only one parent or guardian. We ask that parents remain in the waiting area during the appointment, wear a face covering and observe the social distancing guidance put in place.

We'll ask you again if you have any coronavirus symptoms before you come into the building

A member of our welcome team will ask you to confirm that you are symptom free. If you have symptoms, you will not be able to attend your appointment.

A member of our Welcome Team will check your contact details (just name and phone number) for our Test & Trace records

To support the Test and Trace system, the government is asking organisations and businesses to record minimum data about its staff and visitors: your name, phone number, date and time of your appointment to the NHS for track and trace. This information will only be shared should you, or any of our staff and clients, be tested positive for Covid 19, Coronavirus within 14 days of your appointment. We already have these details on your client record, but will check your contact number is correct when you arrive. Trace and Trace records will be kept securely and separately from your client record. They will be kept for 21 days, in accordance with data protection guidelines.

At your appointment time, your practitioner will let you into the building and accompany you to your appointment room. When entering the building you will be asked to use the hand sanitiser provided and we ask that a face covering is worn when entering the building and whilst making your way around the building.

We are operating a one-way system in the building to support social distancing.

You and your practitioner will wear a face covering on the way to the appointment room, but once in the room it is your choice whether you wear a face covering, and your practitioner will not wear one.

Use of facilities:

A separate client toilet is available to use but we ask that you wipe down all surfaces after use with the wipes and glove provided. Drinking water will be available, but we ask that you bring your own drinks container/ water bottle as we will be unable to provide glasses for the time being

At the end of your appointment, your practitioner will accompany you out of the building, following the new social distancing layout.

Please be aware that TOG Mind have followed Government guidance and implemented our own policies to facilitate safe access to the building; our full risk assessment is [available here](#).

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for better mental health

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