

# FACE TO FACE SUPPORT WITH THE STAR PROJECT

## A FEW THINGS TO LET YOU KNOW ...



Due to the ongoing impacts of Covid-19, we have had to make some changes to how we provide face to face support to keep you and your worker as safe as possible.

### CONFIDENTIALITY

Test and Protect procedures mean we may not be able to offer the same level of confidentiality as before. If your worker tests positive for Covid-19 and developed symptoms within 48 hours of meeting with you, we may have to give your details to contact tracing teams. In this situation we will protect your confidentiality as far as possible. If we need to share your details we will always do our best to let you know, so you know to expect a phone call or text message from the contact tracing team. We are not required to let anyone know the nature of your contact with your worker.

### HEALTH

If you or someone close to you may be at increased risk from Covid-19 due to an existing health condition, please let us know. We will talk about this with you and offer you other support options, so you can make an informed choice as to whether you want to go ahead with face to face support.

### FACE MASKS



Due to current government guidelines, you are required to wear a mask when you arrive at the centre and when you are walking along the corridor to and from the room where your support session takes place. There are disposable face masks available for you to wear in the building if you need one.

All our support spaces are set up so that there will be at least 2 metres distance between you and your support worker. This means that under current Scottish Government guidance, you or your worker do not need to wear a mask while you are in your support session. If you prefer to wear a mask, you can do so. We will also ask you whether you would prefer your worker to wear a mask.

We understand that masks can be triggering for some young people. If you find wearing a mask difficult, please speak to your support worker about this. They will be able to support you to find ways to feel safer when wearing a mask.

Some people are exempt from wearing a mask. You can find more about who is exempt at:

[www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/#exemptions](http://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/#exemptions).

You can also order an exemption badge or lanyard from <http://exempt.scot/>

# MAKING A 'WHAT IF' PLAN



When you start face to face support, we will let you know that there may be disruptions to your face to face support that are outwith our control – for example, if you or your worker need to self-isolate, or if stricter restrictions are brought in by the government. You and your worker can create a 'what if' plan for these scenarios. For example, it might be that you agree with your worker to have a two-week break from face to face support if you or your worker need to self-isolate, or to continue support by phone or video if you are both well and able to do so.

## IF YOU OR SOMEONE CLOSE TO YOU HAS SYMPTOMS OF COVID-19

If you or someone close to you has symptoms of Covid-19, it is very important that you **do not** come to the centre for your face to face session. This is to reduce the risk of other services users and staff members being infected by Covid-19. If you or someone close to you has symptoms, please let us know advance of your session. If you feel well enough, we can arrange with you to have support by video or phone instead.

The following are the key symptoms of coronavirus infection:

- 🦠 a high temperature or fever
- 🦠 a new continuous cough (coughing for longer than an hour, or three or more coughing episodes in 24 hours. If you usually have a cough, it may be worse than usual)
- 🦠 a loss of, or change in sense of smell or taste

There are several ways in which you can minimise the risk of spreading infection of COVID-19, as advised by the Scottish Government:

- 🦠 Wear a face covering when out in public
- 🦠 Avoid crowded places
- 🦠 Wash hands regularly with soapy water
- 🦠 Use hand sanitiser (>60% alcohol content) regularly
- 🦠 Clean surfaces regularly with anti-viral disinfectant or >60% alcohol
- 🦠 Maintain physical distancing of at least 2m from other people
- 🦠 Use tissues when coughing/sneezing, dispose of them afterwards in a lidded waste bin, and then wash your hands

# WHAT WE HAVE DONE TO MAKE THE CENTRE SAFE FOR YOU TO ACCESS FACE TO FACE SUPPORT



You can read more here about the safety measures we have put in place at the centre here to keep everyone coming to the centre as safe as possible: [www.ercc.scot/face-to-face-support-at-ercc-during-covid-19-restrictions](http://www.ercc.scot/face-to-face-support-at-ercc-during-covid-19-restrictions)