

Guidelines for clients and parents for on-site appointments

To make sure that on-site appointments will be as safe as possible we have created several guidelines. These guidelines are partly based on the guidelines of the RIVM, advice of the NIP and the GGZ guidelines.

EPI Zorg, which includes Eindhovens Psychologisch Instituut (EPI, location Eindhoven) and Psychologisch Instituut Tilburg (PIT, location Tilburg), strictly adheres to the measures relating to the coronavirus and we ask our clients and their parents/caregivers to follow the rules. We do so for your and our safety. When parents are named in the guidelines below, this refers to parents and/or caregivers.

- We ask everyone from the age of 13 to wear a face mask in the waiting room and hallways.
- We don't shake hands, we will greet you with a smile.
- We only work by appointment. We ask clients and parents not to walk in without an appointment.
- Everyone keeps 1,5 meters distance from each other in hallways and staff areas.
- Only healthy employees, without symptoms of cough, nose cold, sore throat and/or fever and without other family members with these complaints, work on site.
- If an employee has symptoms, clients and parents are informed in advance. If possible, the appointment will take place over the phone or through a video call. It is possible that an appointment needs to be rescheduled.
- For both employees as clients and parents who have had symptoms, a physical appointment can only take place on location once they have had no complaints for 48 hours.
- We ask clients to come to the location alone. If this is not possible, we request parents not to wait in the waiting room during an appointment of their child. If it is not possible for you to spend this time outside the building, we ask you to mention this at the reception. We can then ensure that the waiting rooms do not get too busy.
- We request that you have your child brought and picked up by one parent. Any other family members should wait outside the property (with the exception of babies and toddlers).

- Please do not arrive too early nor too late, so that our waiting areas do not get too busy. If you do arrive early, please wait outside the building. This also applies to the parent who comes to pick up the child.
- Upon entering our building, we request clients and parents to use the hand alcohol that you can find directly upon entering the building. Employees will also apply hand hygiene before and after contact with the client by washing their hands with soap and/or by using hand alcohol.
- The waiting room has been adjusted, so that a distance of 1.5 meters can be kept. In addition, a second waiting room has been created.
- The magazines and toys for children have been temporarily removed from the waiting areas to avoid contact transmission.
- We ask you to use the toilet areas as little as possible.
- We will not offer you coffee or tea and we ask you to bring your own bottle with you if you would like to drink something.
- We coordinate the agendas in such a way that it does not get too busy in the building and the waiting areas.
- When you enter the building at the EPI, you will see markings on the carpet. These indicate the walking route and ensure that you can wait at a 1.5 meters distance, outside the walking route. At the EPI we use a different exit than normal. The exit is located opposite of the waiting room and opens onto the parking lot at the rear of the building.
- We have adjusted the desks of our employees so that more physical distance can be kept. In addition, we have placed a plexiglass screen.
- After every appointment, employees will disinfect both the tactile surfaces and the materials that have been used with alcohol. The waiting rooms, the toilet areas and the front and back doors are cleaned several times a day.
- If clients and/or parents show symptoms during an appointment, the appointment will be ended immediately.
- If you or a person with whom you have had close contact with is tested positive for the coronavirus, we would like to ask you to report this to us by phone.

If you have any questions about these guidelines, please contact the office or the involved practitioner.

EPI: 040-2446292 | info@epi-groep.nl

PIT: 013-5321011 | info@epi-tilburg.nl