

Guidelines for clients and parents for on-site appointments

We will start to gradually plan physical appointments at our locations again. We will attempt to help everyone as good as possible, but this is also a new situation for us. We can therefore not start up everyone directly. You will be contacted by us if we can guarantee you and our safety as good as possible and your physical appointments can start, hence the guidelines below.

These guidelines are partly established by 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, parents and / or caregivers are meant.

- We don't shake hands, we 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 corridors and staff areas.
- Only healthy employees, without complaints of cough, nose cold, sore throat and / or fever and without other family members with these complaints, work on site.
- If an employee reports complaints, 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 as well as employees as clients and parents who have had complaints, a physical appointment can only take place on location once they have had no complaints for 24 hours.
- We ask clients to come alone to the location. If this is not possible, we request parents not to wait in the waiting room during an appointment of your child. If it is not possible for you to bridge this time outside the building, we ask you to mention this at the counter. 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).
- Do not arrive too early nor too late, so that our waiting areas do not get too busy. If you arrive early, please wait outside the building. This also applies to the parent who comes to pick up the child again.

- 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 between parents and clients.
- 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 drink if you want 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, a plexiglass screen is present.
- After a client has visited, employees will disinfect both the tactile surfaces with alcohol and the materials that have been used. The waiting rooms, the toilet areas and the front and back doors are cleaned several times a day.
- If clients and / or parents show complaints 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 corona virus, we would like to ask you to report this by telephone to the secretariat

If you have any questions about the measures we have taken, please contact the secretariat or the practitioner concerned.

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