



Our Covid Prevention Guidelines

Thank you for bearing with us during these unprecedented times. As you can imagine, as a charity servicing the public, we want to do our part to ensure that we operate a safe operation. As a result CDRC has carried out a risk assessment and have implemented precautionary measures where necessary. To many clients our changes may seem extreme but we have taken into account the safety of clients and staff alike. We want to be able to offer costume hire services for a long time to come and we need your support and understanding in abiding by the guidance. Please note, as we learn how to create a safe environment, the compliance may be updated and changed.



1. Clients are required to book an appointment before allowing entry. Clients will be asked to wait outside the outer door to Lifeworks and ring the bell for entry. Only two clients (bubbles) in office at any one time.
2. A thermometer is available for unsure circumstances. - Please be reminded that if you are experiencing any of the symptoms of Covid (temperature, a new continuous cough, or a lack of smell or taste) you must call to cancel your appointment and reschedule.
3. Clients should wear a face covering when visiting the office. All of our staff will wear PPE. Unless exempt.
4. There will be a wall mounted hand sanitising station in the foyer, supplied by LMC. CDRC will also have a sanitising pump in the office.
5. Social distancing markers on the office floor will indicate direction of our one-way flow system for peak times and is spaced two metres apart. Although if we are wearing masks we can distance at 1 metre if need be. There will be limited client access to the Beautiful Shed (our storage facility), when choosing costumes. So options can be given for your character look, for you to make decision on the choice of costume.

6. Due to local Covid Restrictions the cast (i.e. CDRC Staff) may be working from home on certain days. It is advisable to check with the office by ringing **0208 508 7048** to avoid a wasted journey.



7. Clients can pay card, which would be the beneficial mode of payment. If you would prefer to pay by cash, we would appreciate you giving us the exact change when possible.

8. Clients can bring their own bags for collection if it makes for safer processing of orders. However, we will have bags available as usual.



9. CDRC will undertake greater measures to clean office areas using disinfectant spray and wipes that are effective against bacteria, viruses and microorganisms.



10. Costumes will be washed using appropriate cleaners where possible. Costumes that are hard to clean will be scanned with our UV light torches and ventilated. Props will be sanitised.

11. We will keep a track and trace register in the office via QR code using the NHS app or via paper method. It will be helpful to us if you could let us know of changes to your health or the health of your cast for up to 2 weeks after return of costumes. (Track & Trace will inform us if there's an outbreak in the area but not for each individual client unless the client informs test and trace themselves.)

Thank you for your co-operation in these uncertain times.