

CHECK-IN AND SERVICE AT OUR FACILITY

HAPPY THINKING PEOPLE IN BERLIN

With the resumption of face to face studies in our facility the protection and health of our employees, respondents and clients is our top priority.


In order to meet the required hygiene standards, we are implementing the following measures with immediate effect:

General Hygiene

- The most important hygiene rules and relevant information are posted prominently in the facility.
- Please wear mouth and nose covering, and maintain social distancing of a minimum of 1.5 metres.
- Hand disinfectant is available throughout the facility.
- The disinfection of surfaces and door handles of publicly accessible areas (reception, waiting areas, group rooms, and bathrooms) occurs several times a day.

Room/Space Safety

- Signage in the facility entrance area indicates social distancing rules - at least 1.5 meters.
- Seating in the entrance area has been arranged to ensure proper distancing.
- The group size is limited according to the size of the room.

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- To allow for hygiene-adequate cleaning, breaks between interviews or workshop sessions must be 60 minutes. Depending on requirements, the duration of the break will be adjusted accordingly, e.g. for individual sessions.
 - The working/workshop space will always be prepared for the next session in accordance with the hygiene guidelines in force at the time, making use of the breaks: airing, disinfecting tables, chairs, protective partitions (spit protection), fresh drinks, glasses, snacks, pens per seat.

Screening and Data Collection In Accordance with GDPR.

- We will include health issues related questions to COVID-19 in our recruitment guides. Unfortunately, test persons with cold symptoms cannot participate in studies.
- At check-in, the consent of the volunteers to participate in COVID-19 prevention measures is obtained for a second time, as well as their contact details in the event of any necessary contacting relating to COVID-19.
- The information on private data protection rules according to GDPR is publicly available at the reception desk.

Respondent Check-in, Materials

- Our check-in staff must wear a mask.
- Disposable, reusable masks and latex gloves are available to our employees and respondents (if required) and can be obtained at the check-in.
- Each respondent will receive his or her own writing materials at the check-in which then remain with the respondent.
- Pens handed out during the working sessions interviews also remain with the respondents.
- Incentives will continue to be provided as cash in envelopes or by bank transfer as agreed with the accounting department.



Service and Catering

- Our service staff wears mouth and nose protection and gloves during the service of clients/respondent.
- We provide snacks and refreshments in accordance with current COVID rules and regulations