

Guidance notes for attending the Counselling Room

7 January 2022

To be issued to Clients prior to attending a session. This will be reviewed regularly. These guidelines have been put in place to ensure, as much as is possible, the safety of you, myself, my landlord and our wider contacts and communities. The decision to work face-to-face can be decided together. I will continue to offer face to face, online and telephone counselling. This document demonstrates my commitment to you and my requests to you to ensure everyone's safety.

Please do not attend if you have a high temperature, shortness of breath, loss of taste or smell, a new persistent cough, been in contact with anyone suffering with these symptoms or have been anywhere with a high outbreak rate. If this is the case, please self-isolate as per the guidelines at the time, before returning to face-to-face counselling.

- Before you arrive, I commit to cleaning the gate and door handles. I will also clean the doorbell and the counselling room in general. In good weather, I will leave the counselling room door open to allow an exchange of air in the room and so that the use of doorbell and door handles are reduced. I will also add a larger time slot between clients.
- The chairs in the room can be 2 meters apart and we can also choose to sit diagonally to each other to minimise face to face work. I will stand when you enter the room but stay where I am. This will allow you to enter the room and take a seat without breaching the distancing rules. We will not be shaking hands for the time being.
- Before taking a seat, I will ask you to use the hand sanitizer in the room.
- Dependent on weather, I make a commitment to keep windows open to allow air exchange but will be conscious of confidentiality. I will also consider the use of a fan in hot weather, or an electric heater in cold weather.
- Please bring your own drink to session as I will not be providing water for the time being.
- Packets of individual tissues can be given if required, but you may wish to bring your own and be prepared to take them home with you and dispose of them appropriately. Please note that if you wish to sneeze or cough, remember government guidelines are to either use a tissue or your elbow, please do not sneeze or cough freely. Please try to avoid touching your face.
- You can wear your own mask if you want to. I will not be wearing a face covering unless government guidelines dictate differently.
- All payments will be made online and therefore receipts will not be given. All paperwork will be completed online as much as possible.
- Should the use of a toilet become necessary, you will be asked to clean/wipe the facilities afterwards and use the pump action soap and paper towels supplied. You will be given the items mentioned and a bag to take all the wipes and towels home with you to dispose of.
- Confidentiality will remain as high as possible. However, with payments being online and the potential for track and trace, there may be more opportunities for your name to be disclosed to a wider set of people than normal.
- Please also consider how you get to the session. If you are using public transport, there are rules in place about face covering and try to keep to the social distance rules.

As per Government guidelines, should I encounter anyone who has tested positive or develop any symptoms, I will notify you immediately. I ask that you notify me immediately if you experience the same. Should this happen, all sessions will revert to online or telephone with immediate effect, until the self-isolation period has passed.

Thank you for your cooperation and understanding.

Signed and date by client and counsellor