

Post Coronavirus Lockdown Back to Face to Face Counselling New Procedures

U & I Return to face to face sessions

General

- We are aware our rooms are a place of safety and comfort for so many of our clients but we are sure all will appreciate we will have to make a few adjustments to the way they look ...and we look. Please be assured any measures taken are for the safety of us all and we will be doing our best to ensure maximum comfort.
- These are unprecedented times so can we all be respectful and understanding of each other in relation to personal space and differing levels of comfort. Some will be more nervous than others and kindness and respect of other people's needs as well as our own will be considered. Please discuss any needs or concerns with Wendy the team leader and your counsellor prior to a return to face to face counselling. We will do our best to reassure you.
- Of course there will be a few changes and some of our resources and aspects of little extras will need to be put on hold temporarily. **Clients will need to bring their own drinks and tissues.**
- Naturally we will be striving to ensure our clients and counsellors feel safe and comfortable and the familiar U&I welcome will be, as ever, present and we will be aiming to ease restriction when it is safe to do so and in line with government guidelines.
- **All clients and counsellors enter the building at their own risk with regard to the virus. Whilst every precaution will be taken to follow hygiene and recommended safety guidelines, U&I Counselling CIC, nor any individual counsellor can be held responsible for any client or other counsellor falling ill.**
- **Disclosures in the public interest, based on the common law, are made where this is essential to prevent a serious and imminent threat to public health, national security, the life of the individual or a third party, or to prevent or detect serious crime.**
- **This clause may become relevant if counsellors or clients contract the virus resulting in us becoming obliged to inform the NHS of people we have been in contact with re test and trace government legislation. In this case, we may need to share clients name and contact details but not the context in which we know them. However, this may mean the client or counsellor being contacted by the NHS.**
- **There will be a Codicil as part of your contract stating that you understand and are happy with our safety precautions and chose to return to face to face counselling at your own risk.**

Health Concerns:

- With regard to any pre-existing health conditions for both clients and our counsellors; any potential risk factors can be discussed with Wendy our team leader or with your counsellor. In some cases your counsellor may need to advise you of any risk factors they made need to consider themselves.
- Clients and counsellors must at all times pay attention to any signs of Coronavirus. These include a temperature, sickness, loss of smell or any other symptoms identified on the government website as new information becomes available.
- Any client or counsellor who has any symptoms that may be indicators of ill health must ensure they do not come on site. Please contact Wendy via text to cancel appointments.
- If you are a counsellor or client needing to self isolate due to contact with someone with the virus; again do not come on site as government test and trace guidelines instruct and please keep the service informed of any outcomes. It may be possible to revert back to telephone counselling sessions taking into consideration if the situation is one of illness or isolating. This will be discussed on an case by case basis or if necessary involving sections of U&I Counsellors or clients.

General Hygiene:

- Our rooms will be regularly cleaned. All surfaces and seating will be wiped down with a suitable disinfectant product at the beginning of each day and then suitably in-between clients.
- Your counsellor may need an extra few minutes to do this so please be patient.
- **Hand sanitiser** will be available on arrival and we ask that all clients and counsellors use this on entering the site. Hand washing facilities will be available for Counsellors in the cloakroom area during the course of the day.

Social Distancing:

- In our rooms Counsellor and Client seating arrangements will be arranged in accordance with social distancing government recommendation.
- Face visors will be used by your counsellor rather than a face mask. It will be a clients choice if they wear a visor or face mask. **Each client will be required to provide their own as we do not have funding to cover this expense.** We are hoping to have transparent dividers in each room between counsellors and clients if this can be funded.
- Please avoid passing closely on the corridor where possible and wait at the top end of the corridor by the top of the stairs.
- Leave the building when your session is finished.
- With regard to your session the client will enter the room first followed by the counsellor.
- The counsellor will leave the room first and stand clear of the doorway so the client can leave the building.

Toilets:

- The cloakroom area and the ladies toilet will become a unisex toilet and space for Counsellors. The gents toilet will act as an ***emergency use toilet*** only for clients.
- Paper towels are available and please dispose of these in the large kitchen bin. Don't put them down the toilet or any kind of wipe.
- There are public toilets opposite our building which are open and will be for public use. We hope as some point we will be able to open toilets up for normal use as soon as it is safe to do so.

Waiting Area:

- Please can we ask clients only arrive in time for their appointment. We aim to discourage people from clogging the waiting area and in view of this chairs will be removed.
- There will be no signing in to avoid any possible cross contamination. Regarding information for any government test and trace need, Wendy has the telephone details of each client and counsellor who may be in the building on each day.
- If you are dropping off a child for counselling please hand them to the Counsellors care depending on their age and comfort levels and then leave the building returning to collect them by agreement with the therapist. Older children can arrive alone by agreement between parents, the young person and the individual counsellor re safety and risk in relation to the young persons age and general levels of comfort.
- Priority on the stairs will be for clients leaving the building. However, if arriving client has reached the top landing please stand back to allow them up the last few steps onto the floor and then leave.
- Due to practicality of situation and shared usage with another business, it will not be possible to keep disinfecting the outside door; so please bring your own hand gel for use as you leave the building.
- Gel will be available for clients leaving and the middle door will be wiped during the day

Donations: Please continue to donate via bank payment if convenient. Alternatively bring your cash or cheque donation to the session in an envelope with your name and counsellor written clearly on the front . Thank you