

Safety policy for Clients attending Face-to-Face sessions

Due to the SARS2-Covid19 pandemic and the public health crisis it has created, the following instructions are necessary, understandable and we hope will be respected. Some are legal requirements that we have to abide by, government policy and our insurers, some are in order that all our Clients and workers are able to deliver and access our services safely. You must agree to the following to have an appointment and if any agreements made are not adhered to or not observed then our services can be terminated.

Prior to the session

Clients must fill in the following and email it back to us or via post:

- Confidentiality/Safety policy and data acceptance statement
- Flexspace Visitor/Contractor Covid-19 Questionnaire
- Agreement to meet Covid19 conditions of service (this form)

We will retain the Flexspace form unless it is needed for track and trace for any outbreak in the building. We must keep a record of who is in the building at any time and so if you are unable to agree to fill in the Flexspace form then it will not be possible to offer a service.

On the day of their appointment

Clients need to give a contact number so that we can ring them when it is ok for them to enter the building.

You will be contacted at your appointed time, when the room is clear, via phone and you will not be able to enter until informed it is safe to do so. The waiting areas have been disbanded. Due to the need to ventilate the room between sessions and sanitise any touch points, it will not be possible to enter a session early, sessions will not overrun under any circumstances. Time will be added for getting into the room, clients will not be disadvantaged. Handouts on change techniques will no longer be handed-out and will be sent by email.

Clients will need to bring with them:

- Tissues
- Water
- Hand sanitiser (if they have any issues around using the sanitiser we will supply)
- Own plastic bag to take away any waste they have.
- Pens to use during therapy to take notes etc

During Therapy

Clients will agree to:

Do

- Sanitise their hands when entering the counselling room. Sanitiser is provided, you may bring your own.
- Sit in their designated seat which will be over 2 meters apart from the counsellor.
- Always keep 2 metres apart from the counsellor
- Sit separately if attending with persons from outside their own household.
- Bring own tissues
- Bring own water/drink
- Bring a waste bag to take away any items brought into the counselling room and immediately put items into it when needed, especially tissues.
- Notify any emerging Covid19 symptoms before the appointment; sessions will be cancelled, rearranged or held by Zoom in these circumstances.
- Notify any confirmed or suspected Covid19 symptoms emerging up to 14 days after the appointment.

Don't

- Touch items in the room which you have not brought with you
- Leave behind anything of yours in the room when the session is finished
- Touch any surfaces which could transmit Covid19 to other users.
- Touch the door handle on entry or exit, the counsellor will open and close the door
- Attend with Covid19 symptoms, confirmed or otherwise
- Engage in any act which would be deemed unsafe

At your discretion you can wear a mask or face covering in the session. Please make sure you can still be heard clearly.

If any of these requests are not adhered to the Counsellor can then terminate the session immediately and future sessions will not be appointed.

We agree to the terms and conditions above in order to attend counselling services with Su Wallace and understand that we have a requirement to adhere to the safety policies put in place for their Client's benefit.

Name:

Name:

Signature:

Signature:

Date:

Date: