

Practice Policies regarding Covid-19

We would like to reassure you that we are committed to the health and safety of all clients and have put in place several measures as precautions. We will take precautions and regularly review our health and safety procedures to protect ourselves and all our clients.

Precautions that have been implemented...

The counselling room is spacious, and the chairs are positioned with a 2-metre safe distance whilst also maintaining a comfortable therapeutic experience.

Hand sanitiser is available in the main entrance and the therapy room.

We will be wearing a face covering (see through visor / or mask if preferred).

Clients are currently not required to wear a face covering whilst attending counselling sessions, although may do so if wished. Please be aware that this may change in line with Government or Local Council policies. We have a supply of disposable face masks available, if required.

Individual packets of tissues will be provided for clients as required.

Drinks will not be available, but you are welcome to bring your own.

Social distancing reminders are located throughout the building.

We will keep 2-metre distance and there will be no physical contact (e.g. no shaking hands).

The environment will be ventilated and cleaned between sessions with attention paid to high touch surfaces such as banister rails, door handles and light switches.

General face-to-face sessions will significantly reduce.

Our requests

You will be required to use alcohol-based hand sanitiser or wash your hands when you enter the building.

We ask that you follow the safe distancing precautions that have been set up in the counselling room, entrance, and staircase.

If you are experiencing [symptoms](#) of COVID-19 or have been asked to self-isolate, then you must not attend your face to face appointment. Please notify us as soon as possible and you will be offered the opportunity to reschedule.

We request that you do not book an in-person session for at least 14 days if you have returned from countries which are not on the [exempt from quarantine](#) list. If this is the case, you are required to self-isolate (quarantine) for 14 days even if you do not have any symptoms of Covid-19.

What implications are there in terms of privacy?

In the event that we or any clients contract Covid-19, we may be required to disclose names and contact details of people with whom we have been in contact with to the [NHS Test and Trace Service](#). We will protect your privacy in as much as is possible, whilst giving the required information. In attending in-person sessions, you are agreeing that we may do so without an additional signed release.

All information provided to the NHS test and trace service is held in strict confidence and will only be kept and used in line with the Data Protection Act 2018.

If we are informed by the NHS track and trace service that we have been in contact with someone with Covid-19, we will contact you and will discuss whether online or telephone sessions would be appropriate during the required self-isolation period.

Possible future lockdowns

It is possible that there may be local spikes in infection which may require us to stop meeting in person. If this were to happen, we will offer online or telephone sessions as an option until we can safely resume our in-person sessions.

Risks of opting for in-person counselling.

You understand that by coming to the office, you are assuming the risk of exposure to the coronavirus (or other public health risks). This risk may increase if you travel by public transportation.