Light and Shade Counselling

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Dear Clients

I am writing to you to explain the new procedures for face- to-face counselling that I plan to resume on Monday 20th July 2020. It is important that you read the following information related to **COVID 19** and how this will mean following the safety procedures that will be in place. The following changes have been put in place based on the advice and guidance from the Department of Health & Social Care (DHSC) and Public Health England (PHE) who are leading the UK government response to the coronavirus (COVID-19) outbreak.

It is also based on the advice of my Insurance company Holistic and guidance from the organisations that I am a member of. The details of those are as follows.

BACP (British Association of Counsellors and Psychotherapists. **Registered member, Registration number 360300** and The **NCS** (National Counselling Society) **Registered Accredited member number NCS20-01256.**

In order for face-to-face sessions to resume, this must be done safely as the safety of clients is priority, therefore in order to protect both client and counsellor, it is necessary for me to put the following procedures in place to make my workspace COVID secure. I will need you to read through this document and if you are happy to still proceed with face to face counselling sessions, print a copy and sign it and bring it along to the session. It may feel very lengthy, but this is for your safety. If you are unable to print a copy, please let me know and I will bring a copy along to the session.

The Business Centre where my counselling room is based, have put the following procedures in place.

- When entering and exiting the building we kindly ask that the main front street door be used only to enter the building and the rear door on the first floor be used only to exit the building.
- We also ask that you make much use of the hand sanitisers that are placed at the entrance, exit and outside both toilets.
- As the government guidance states paper hand towels are recommended when drying hands, we have now installed this system in both toilets.
- You will notice signage around the building reminding you to keep the recommended distance apart.
- There will be extra deep cleaning of all communal areas of the centre taking place. These will be carried out regularly. (Please note my room is cleaned by the Business centre cleaner, but I will also be cleaning it myself, before and after each session)

Entry and Exit procedures for our sessions.

You will need to arrive at your session only a couple of moments before, as it will not be possible to sit in the waiting area.

- When you arrive please press the buzzer, I will buzz you in and when I come down to reception you will need to stand back whilst I wedge open the secure door for you, to go upstairs.
- Make your way up to the room and I will meet you in the room. This allows us to maintain a social distance as it is a narrow stairwell.
- When you arrive into the room, please use the hand gel provided.
- When leaving the session, I will not be able to see you out and you will need to exit via the back door as stated by the Business centre.

The session

- Do not leave home if you or anyone in your household has symptoms.
- If you need to cancel due to COVID symptoms directly or indirectly there will be no cancellation charge.
- Clients must be aware that they should attend appointments alone unless they need help from their carer.
- The room has had furniture removed to allow for social distancing.
- The windows will be open to provide ventilation as advised by the guidance.
- Sessions will be for 50 minutes and will need to end promptly as this allows me time to clean the room, equipment and seats before I see my next client.
- If you wish for me to wear a face shield I will happily do so, and if you want to bring along your own mask this is also fine.
- I will not be able to provide water so please bring a bottle of water.
- I will be unable to use one central box of tissues, due to other clients touching the same box. So please bring your own tissues.
- Creative interventions can still be carried out, I will provide one pencil and a sheet of paper. You may keep the pencil to use each time. I will be the only one handling things like emotions cards and other creative cards.
- When leaving the session please use the hand gel provided.
- Session costs will revert back to your original face to face costs, but if you have been directly affected financially due to COVID we can discuss on an individual basis.

Things to consider if returning to face to face counselling

It is important to remember that COVID-19, although apparently past its current peak of infection rates, is it still a highly transmissible and potentially fatal illness, with no vaccine currently available. Therefore, it is important that if you have any pre-existing medical conditions and are classed as a shielder or in the vulnerable category to consider the following:

- It is your responsibility to make me the counsellor aware if you have underlying medical conditions.
- That you attend face to face sessions based on your own judgement and at your own risk.
- If you are advised medically to self-isolate, or if you have any symptoms of a cold, cough, respiratory issues or a raised temperature. Future sessions will be postponed. It is your responsibility to inform me of this.
- If you have been exposed to the virus and have been informed by track and trace to self-isolate, it is your responsibility to inform me of this. can then arrange for our sessions over the phone or via zoom whilst you have to isolate.

- If you Inform me that you have been diagnosed with coronavirus the NHS will require that I divulge this to Public Health England as I will have been exposed to it.
- If I should be diagnosed or told to self-isolate I will inform all clients of this and I will need to provide a list of people, I have come in contact with. In such circumstances I will inform the NHS of my contact with my clients.
- I will rearrange appointments if I have any relevant medical symptoms.
- Be prepared in case of evolving Government advice that I may have to cancel face to face counselling again for a temporary period. If this is the case, then I will offer telephone or zoom sessions.

Taking into account the above, it is your responsibility to make an informed decision regarding attending face to face sessions at this time. Please sign the document if you are happy to proceed with face to face sessions.

Client Signature _____

Counsellor Signature _____

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Registered Member 360300
MBACP

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VERIFIED BY Psychology Today

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