



COVID SAFETY PRECAUTIONS FOR CLIENTS & VISITORS

Updated 15th August 2021

Please note the precautions we have taken and requirements we kindly ask of you to ensure a safe and comfortable environment:

- We have complied with government advice to provide a Covid Secure workplace.
- A number of our counsellors are able to work face-to-face provided precautions are in place and a risk assessment has been carried out.
- We offer sessions via video link/telephone when face-to-face sessions are not appropriate.
- Following government advice, please try to avoid public transport when travelling to the centre.
- It is very important that you inform your counsellor in advance if you have a temperature, a new persistent cough, loss of taste or smell or suspect you have been exposed to Covid-19 or if anyone in your household has symptoms; you must not attend the centre in this instance. Arrangements can be made for online or phone contact instead. Similarly, if your counsellor is unwell or suspects exposure to Covid-19, you will be contacted and alternative arrangements made.
- Special caution should be taken if you are a key worker or if you have a higher risk from exposure to Covid-19.
- Please use the hand sanitiser in the waiting area on arrival at the centre and again on departure.
- Please be mindful of social distancing at the entrance and in the waiting area.
- Please bring your own full bottle of water if required.
- Your counsellor will ensure that all surfaces and touchpoints are cleaned between sessions in accordance with our Covid-19 Policy & Procedures.
- Windows will be opened to ensure optimum ventilation and chairs will be 2 metres apart.
- Clients and counsellors are not required to wear a mask during their session but may do so if they prefer (please discuss this with your counsellor if you are concerned).

TRACK & TRACE: In the event that your counsellor tests positive for Covid-19 and you had met in person, we are obliged to pass on your contact details despite the confidentiality agreement we have in place. We would not disclose that you are a client but simply pass on your details to the NHS in accordance with government requirements. Please speak to your counsellor if you have any questions or concerns about this.

Whilst we have put safety measures in place, there will always be a minimal risk therefore everyone should take personal responsibility for their decision to attend face-to-face sessions.

For further information please refer to Orchard Counselling Covid-19 Policy & Procedures.

We will continue to monitor the situation and adapt accordingly.

Thank you for your support and cooperation.