

Returning to Face to Face Sessions

I will be returning to my in person private practice on 21st September 2020, and wanted to write to you to address any queries you may have. I would like to reassure you that I am committed to the health and safety of all visitors and have put in place several measures as precautions.

What precautions have I implemented?

Alcohol based hand sanitizer is available upon your arrival, this is secured on the gate post for you to use before you enter. **Please use this before opening the gate.**

Hand sanitiser is available in the counselling room.

Hand-wash is available in the bathroom.

I wash my hands thoroughly between each client appointment and will refrain from shaking hands or standing in close proximity.

Between each appointment, high frequency touch areas such as door handles are cleaned as well as furniture surfaces.

Rooms are ventilated between appointments.

Every effort will be made to maintain a distance of at least 2m in session and upon entrance and exit to the building.

Masks will be worn whilst showing you in and out of the room/building.

I will use a temporary paper cover for your seating area, which I will ask you to take away with you to dispose of.

Our seating will be further apart than usual to ensure a minimum of a 2m distance.

I will leave a window slightly open. We will not be able to be overheard by anyone, although we may have a little more noise from neighbours than usual.

Should you feel the need to use the toilet, then please ensure you wash your hands for the recommended time.

Poster explaining the most effective way to wash your hands will be on display.

Hand washing: <https://youtu.be/lsgLivAD2FE>

I will antibac clean the bathroom after each client should the toilet and sink be used. There will be paper towels to dry your hands, please use the pedal bin provided to dispose of these.

I will antibac clean any hard surfaces between clients (i.e, the table for your tissues and drink).

Risk assessment will be displayed in the entrance hall.

What implications are there in terms of privacy?

In the event that myself or any of my clients (as the case may be) contract Covid-19, I may be required to disclose names and contact details of people I have been in contact with (including yourself) to Public Health England, as well as the nature of our contact. I will protect your privacy in as much as is possible, whilst giving necessary information in compliance with applicable data protection legislation.

My commitment to you

I will take precautions and regularly review my health and safety procedures in order to protect all clients.

In the event that I contract Covid-19, I will self-isolate until confirmed clear of the virus and offer all sessions online if I am well enough.

Please note that I will not work if I am not well enough, particularly if I have a cough, which can be disruptive to our work.

In the event that a client or colleague I have had contact with contracts Covid-19, I will advise you and we will discuss whether in person (at a later date) or online sessions would be appropriate for you.

I will advise you if I am planning to travel abroad and make suitable arrangements to continue our work online where possible.

I will be as informed as possible and direct you to suitable sources where your questions are outside of my expertise.

If you prefer to continue our work online, I will be happy to accommodate this.

My requests

I request that you use the hand sanitiser that has been made available to you upon arrival at my gate entrance.

I request that you arrive promptly at your appointment time.

I request that you wear a mask on arrival and departure, bring your own drink and tissues, should you feel they are needed.

I request that you dispose of the temporary paper covering from your seating area, your drink and tissues.

I request that you do not attend in person sessions for at least 14 days if you have returned from travelling abroad, even if you do not have any symptoms.

I request that you do not attend your appointment if you are currently, or in the 14 days prior to your appointment you have been, feeling unwell with any cold, cough or flu-like symptoms. If you do attend with any such symptoms, you will be asked to return home.

If you are experiencing mild symptoms but would like to still attend, I will use reasonable efforts to offer the appointment online. I will ask you to complete an Online Therapy Contract if you have not already.

Cancellation Policy: As per our counselling agreement:

In any event of my not being able to give you your session because of illness, or because I may attend training sessions or meetings, I will give you as much notice as possible and offer you an alternative time. I require at least 48 hours notice if you need to cancel a session; you will not be charged for the session in this instance. If it is not possible to give at least 48 hours notice, I will do my best to find you another suitable time in the same week, but if this cannot be arranged, you will be charged for any missed sessions. Forgetting to attend a session or cancellation on the day of a session means that payment is expected for the missed session and an alternative time will not be possible

In light of the changing Government guidelines around Coronavirus, I may update the contents of this letter and our guidelines from time to time and in this case, I will ensure I update all my clients without undue delay.

If you would like to resume and attend In-Person appointments, I ask that you kindly confirm that you will comply with the guidelines as set out in this letter by signing and returning to me the acknowledgment below.

A final word...

I am here to support you. If you are not concerned, we need not take time in your sessions to process the situation. Likewise, if you are experiencing increasing concern or would like support in adjusting to the new measures, we can spend time focusing on strategies to support you. I would like to reassure you that whatever your reaction, you will have space to express them in our appointments together if you would like to.

If you have any questions or would like to discuss further, please contact me or discuss in your next session.

Best wishes,
Kirstin

Acknowledgement and Agreement:

I understand my responsibilities as set out in this letter and agree to comply with them as part of each visit to the clinic/practice.

I understand and accept that my practitioner and those in the building are taking the measures as set out in this letter and that some of my contact and other relevant details (such as the nature of contact) may be disclosed to Public Health England or as part of the Government's Track and Trace initiative in the event and in so far as my practitioner or the clinic/practice is aware, I should become exposed to Covid-19 whilst present at the clinic/practice.

Other than any liability which cannot lawfully be limited or excluded, I accept that my practitioner and those responsible for the building will not be held liable in the event that I contract Covid-19 as a result of or otherwise in connection with attending the practice in person. I will also inform my practitioner without undue delay if I start to experience symptoms typically associated with Coronavirus or Covid-19 or as otherwise set out in this letter.

Client Name	Client Signature (physical/electronic)	Date
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Practitioner Name	Practitioner Signature(physical/electronic)	Date
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Acknowledged by and on behalf of Kirstin Turner Counselling.