

COVID-19 Policy

Online and face to face counselling sessions will now be offered throughout the year. The decision for online or face to face counselling is the clients.

Every client will be given this policy and any other suitable information to aid an informative decision.

If you (the client) would like face to face sessions you agree to the following:

- You will not attend if you are unwell or do not feel yourself.
Treat all symptoms as COVID for attendance.
- You will not attend if you suspect or are aware that you have been in contact with someone who has COVID.

In these situations, we will move the session to online via Zoom.

I take my role in preventing COVID and keeping clients safe incredibly seriously.

For face-to-face sessions I agree to the following:

- I will not attend if I am unwell or not feeling myself.
Treat all symptoms as COVID for attendance.
- I will not attend if I suspect or am aware that I have been in contact with someone who has COVID.
- I will be following the current NHS guidance: [COVID-19 symptoms and what to do - NHS \(www.nhs.uk\)](https://www.nhs.uk)

In these situations, we will move the session to online via Zoom.

Extras to consider:

- Mask wearing is not mandatory but will be down to client preference. Please inform me prior to attending if you would like masks to be worn.
- Ventilation – There are two windows of the cabin. They are opened between clients and for a significant amount of time prior to me starting the day. Usually, the windows are closed to aid client confidentiality when in session but if you would like them open, please do let me know.
- Vaccinations – I believe vaccinations are a very personal choice, so I won't be asking for your vaccination status, and I won't discriminate if you are vaccinated or not.
- Water – whilst this policy is in action, I will not be able to offer you water. Please bring your own drink to your session.

Confidentiality

In the event that restrictions return and Government guidance tightens there may be times I need to pass your contact details to Track and Trace. The reason for our contact will be kept confidential. I won't tell them how I know you and in what capacity, but I may need to let them know I have been in contact with you should I test positive for COVID-19 and if Track and Trace is in action.

Absence and Fees

Understandably you may be concerned that you will be required to pay a fee for non-attendance if hit/concerned by COVID.

The 24 hours cancellation notice does apply (see your counselling contract for details).

However, if you would like to move your session from face-to-face to online due to safety this can be done. Please give me as much notice as possible so I can ensure all technology is up and running ready for your normal session time.

Winter

This policy will be reviewed in October in preparation for Winter.

There is a high possibility of returning to online, Zoom sessions from November – January but this will be continuously monitored and reviewed.