

COVID-19 GUIDANCE

Great news! The Young People's Counselling Service will be re-opening for face to face sessions.

We have been looking forward to this for a very long time and cannot wait to welcome back our team to continue supporting young people.

We would like to share with you our plans of making our locations Covid secure, which we hope you will find reassuring. Remember we are always here should you have any further questions or concerns. Please follow the government guidance with regards to staying safe.

HOW WE WILL KEEP COVID SECURE

- Hand sanitiser stations and hand washing facilities
- Supporting the use of face coverings for staff, clients and family members
- Social distancing in place - one way in and out systems
- Reduced numbers of people at our locations
- Increased cleaning of equipment and sites throughout

Unfortunately, we will not be able to permit use of our waiting area for family members whilst a young person attends their session.

We kindly ask that clients arrive at their allotted session time to be greeted at the door by their therapist.

WHEN WILL I/MY CHILD BE SEEN?

We have had a high increase in referrals. Those who have paused their sessions due to lockdown and those on the waiting list already patiently awaiting a face to face appointment will still be treated as a priority.

As we are still adapting to these changes and mindful of keeping social distancing measures in place, please note that some of our staff are still working remotely and we will inform you when a face to face appointment can be offered. However, there may be a mixture of face to face and remote working during your course of sessions.

If you find you have to self-isolate, please let us know as we may be able to offer remote sessions.

PROTECTING YOURSELF AND OTHERS

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Self isolate for 14 days if someone in your household becomes ill

Self isolate for 10 days if you have a new continuous cough, fever or a loss of your normal sense of taste or smell

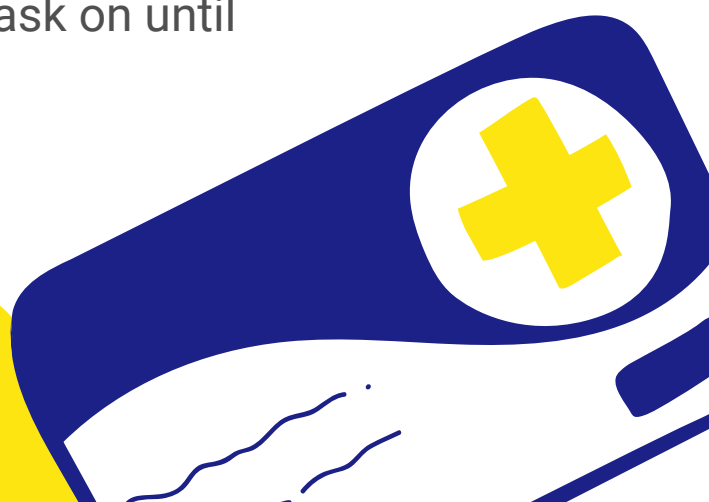
Self isolate for 10 days if you have had a positive test

Alert us if you have symptoms in the 48 hours after your session

Follow hygiene protocols of washing hands for 20 seconds and using hand sanitiser

Observe social distancing by following the distance markers on the floor

Wear a face mask when entering and exiting the building. Please keep your mask on until seated in your counselling room



PLEASE CHECK AND FOLLOW THE MOST RECENT GOVERNMENT GUIDANCE