



Client Safety Protocol – Planning for the Future

Safe in-person client session protocols

Purpose

The purpose of this document is to detail how in-person client sessions will be conducted in a safe manner, in light of the COVID-19 pandemic, in such a way that the health and safety of both the client, the therapist and their extended social bubbles are prioritised and protected as far as circumstances allow. These health and safety plans are intended to protect all concerned and may be amended should changes in government guidelines demand.

Scope

This document applies to all in-person therapy sessions conducted at;

- The Retreat, 29 Welland Avenue, Gartree, Market Harborough, LE16 7RN

Room hygiene and safety equipment protocol

1. The room has been equipped with the following additional safety equipment
 - a. Automatic hand sanitiser dispenser filled with WHO formula, medical grade 80% alcohol hand sanitiser liquid and hygiene poster
 - b. Adjustable air ventilation for the circulation of fresh air between the room and the external environment
 - c. Wipe clean, machine washable chair cover for dedicated client seating
 - d. True HEPA air purification and filtration unit
2. Chairs will be positioned, angled at a distance of 2 metres
3. All contact points in the room will be sanitised between clients using appropriate anti-viral solutions and disposable cloths
4. The room will be surface cleaned daily (including chairs, table-top surfaces, and flooring)
5. The room will be deep cleaned weekly

Client Arrival and Departure protocol

Stringent hygiene measures will be in operation at all times. Clients may choose to wear masks and /or gloves, but this is not mandatory. Where clients have chosen to wear gloves, they will still be



asked to follow the hand hygiene protocol covered in point 4 of this section. There will be no physical contact between client and therapist, with the exception of where the client's physical safety is deemed to be at risk (for example, where the client becomes suddenly unwell and requires assistance).

1. Clients are requested to complete all paperwork online prior to arrival. There will be no facility for physical copies of paperwork to be completed in person during the session. Links to all necessary forms and questionnaires will be emailed at least 24 hours in advance of the appointment unless the appointment is made with short notice, in which case form will be sent as soon as the appointment is booked.
2. Clients are requested to make full payment prior to arrival. There will be no facility for cash or card payments on site. Payment can be made via bank transfer – if this is not possible, please notify the therapist so that alternative payment arrangements can be made
3. On arrival for appointments, clients are requested to remain in their car / outside and to telephone the therapist at their appointment time (07976 597672). The therapist will open the gate so that clients may enter. Clients are requested not to knock, or open the gate themselves as this increases the risk for viral transfer and transmission
4. The door to The Retreat will already be open. Please enter the room and immediately use the automatic hand dispenser located on the left beside the coat rail. Clients are requested to sit in the covered chair directly ahead of the door. The therapist will close the gate and door – clients are requested not to do this themselves.
5. Clients are requested to provide their own drinks and tissues if required. Clients are required to take any items brought with them away for disposal, including used tissues and empty drinks containers
6. Clients are requested to attend appointments alone unless previously arranged. There is no waiting area and persons other than those attending the appointment will not be permitted to enter The Retreat whilst the appointment is in progress.
7. Appointments are staggered at 30-minute intervals to ensure that clients do not encounter anyone other than the therapist. This is for both confidentiality and hygiene purposes. It is essential that clients arrive and leave their appointment on time. It is not possible to extend sessions beyond their allotted time if the session commences later than arranged.
8. Any client exhibiting flu-like symptoms or has come into contact with anyone exhibiting flu-like symptoms are requested to notify the therapist immediately and not attend appointments in person until they have completed the required government quarantine period. Appointments can be transferred to phone or online for this period if the client would prefer. If the client has previously had contact with the therapist within a 14 day period of exhibiting symptoms or coming into contact with someone exhibiting symptoms, the therapist is required to notify NHS contact and trace, as outlined in the Privacy, Data Protection and Contract Agreement. Likewise, if the client has tested positive for COVID-19 they must notify the therapist immediately.
9. Should the therapist exhibit flu-like symptoms or come into contact with someone exhibiting flu-like symptoms, or test positive for COVID-19, they will notify all clients immediately, reschedule all in-person sessions according to the clients individual preference and will be required to complete the government quarantine period.



10. The therapist reserves the right to suspend or cancel an appointment should a client present with flu-like symptoms at the time of their appointment. The client will be requested to pay the full session fee
11. The therapist reserves the right to end the therapeutic contract if a client does not follow the documented client safety protocol, or to move sessions from in-person to telephone / video sessions. This is to protect the therapist, the client and their extended social contacts
12. The cancellation policy described in the Privacy, Data protection and Contract Agreement remains in place. Clients are requested to give at least 48 hours' notice when cancelling or rescheduling an appointment. Exceptions will be made in the case of illness at the therapists' discretion.

Other information

A risk assessment has been complete in line with HSE (Health & Safety Executive) recommendations and will be reviewed monthly to ensure continued adherence to government guidelines. If you would like to see a copy of the latest completed risk assessment, please make a written request, via email to kat@positivechange4ever.co.uk

Positive Change Coaching and Psychotherapy remains committed to providing the best possible outcomes for clients, whilst adhering to government guidelines and request that clients are patient as we adjust to new ways of working in face to face settings. If you have any concerns or wish to discuss how this may impact on your experience of therapy, please do contact me so that we can explore this further.

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