**Important Information for all our Clients About Covid-19**

**Please Read Before Attending the Talking Therapies Centre**

In light of the Covid-19 virus, we have put together a new Policy & Procedure for all our clients to follow when attending the Talking Therapies Centre. The aim of this policy is to ensure stringent health and safety procedures are adhered to by all members of staff and clients during the Covid-19 pandemic. This is to protect all clients and staff from contracting the illness and to prevent the spread of the virus throughout the clinic. Please read all the information below carefully and if you have any questions or concerns please do get in contact via email at [contact@talkingtherapiescentre.co.uk](mailto:contact@talkingtherapiescentre.co.uk).

**Our New Procedures**

***Client Appointments***

* The clinic is now operating a ‘closed door’ policy whereby entry to clinic is strictly by appointment only. This is to ensure we do have people walk in off the street who we have no record of, limiting the people who visit the clinic e.g. people who drop off magazines/pamphlets.
* We are requesting that all clients visiting the clinic are vigilant when in the reception area as it is a small an area. This is to ensure social distancing guidelines are fully adhered to. Clients may use the chairs for waiting but are advised to try to enter the clinic just before their appointment time.
* All clients who enter the building will be expected to sanitise their hands on arrival at the sanitising station provided.
* Our staff will also sanitise their hands on arrival and departure of clinic and before and after each client.
* We would also like to ask our clients not to use the bathroom unless absolutely necessary to avoid the spread of infection. If a client uses the bathroom, we do ask you to let your therapist know so that we can ensure the bathroom is sanitised thoroughly after use.
* We are able to offer our clients a drink during their sessions in a disposable cup in order to reduce the risk of contracting/spreading the coronavirus.
* We also request that our clients please leave any personal belongings/unessential items aside from a drink, at home or in the boot of a car, rather than bring them into the clinic.
* If a client believes to have developed any new symptoms of a cough, cold, fever, loss of taste or smell and having difficulty breathing please ensure you inform the clinic via email or telephone. We advise all clients to contact 111 via telephone for advice and to cancel their appointment if this occurs.

***Sanitising the clinic***

* The clinic will be sanitised daily and regularly throughout the day, with a weekly deep clean.
* All our staff are responsible to clean any of their working areas including all surfaces themselves or their clients may have had contact with. All door handles, light switches, chair arms, hand rails etc.
* In every room in the clinic there are hand sanitising pumps and Dettol wipes for both the therapists or the clients to use.

***Social Distancing***

* All of the chairs in the clinic rooms have been separated according to social distancing guidelines of 2 metres.
* We do strongly advise that our clients wear a face mask for your own protection on entering and leaving the clinic, however we do not expect clients to talk in session with a mask on. The same applies for our members of staff.
* Clients will also be asked to attend appointments alone unless they have a carer with them and are not physically able, or if a child is attending therapy with a parent or guardian.

***We would like to take this opportunity to say a huge thank you for your continued custom during these difficult times***

***The Talking Therapies Centre***

***01772 751122***