**General Risk Assessment**

**Company Name: Sunderland Counselling Service**

**Site Address: 51 John Street, Sunderland, SR1 1QN.**

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| **Risk Assessment Reference:** JSCOV1 | **Date of Assessment:** 23/08/2022(Previous assessments 19/05/2021, 05/02/2021, 06/01/2021, 09/11/2020, 17/07/2020 and 04/09/2020) | **Risk Assessor: Leanne Davis**  |
| **Title:** Coronavirus – Premises Based Workers | **People Involved in Making This Assessment: Toby Sweet, Rachel Glasspool, Chris Sharpe.** |
| **Task or Process:** Risks from Coronavirus | **People at Risk:** Employees, Contractors, Visitors, Members of the Public |
| **Date of next review: 5th January 2023** |

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| **Hazard (hazard and hazard description):** Staffing. Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others. |
| **Control Measures (existing):** 1. Prior to commencing work, employees must complete a "pre-return to work" form confirming that to the best of their knowledge, they have not been in potential contact with the virus.
2. A COVID-19 Business response plan has been drawn up to address the potential level of risk (including for individual workers) and formulate procedures for responding to suspected cases.
3. Staff must undertake training in relation hygiene management as part of their initial probationary period.
4. New members of staff will complete individual demographic risk assessment to consider if they require adjustments.
5. Workers to contact a member of the admin team using a phone in their dedicated workspace when they arrive and leave John Street.
6. Staff must not share bottles, cups and cutlery that touch their mouths.
7. Staggered breaks for refreshments where practicable should be organised to ensure physical distancing.
8. HSE and Public Health warning posters will continued to be displayed throughout the premises, especially at reception and in the toilets.
9. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
10. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction.
11. All members of staff are required to keep their personal details, including address, contact number(s) and email address are up to date on Bright HR, including their emergency contact details. Any changes must be made as a matter of priority.
12. To enable prompt identification and isolation of workers who may have symptoms, a log of contact work to facilitate contact tracing.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| All demographic risk assessments for new staff is to be completed by line managers | TS/ LD / RG / CS / AH | Ongoing |

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| **Hazard (hazard and hazard description):** Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse effect on their health and wellbeing. |
| **Control Measures (existing):** 1. A COVID19 Health Questionnaire has been completed with all staff to complete before returning to a base to ascertain risk levels.
2. Where possible staff with health-related conditions which place them at the highest risk from COVID 19 will work from home when local case numbers are high or government advice suggests this would be of benefit.
3. Where possible pregnant members of staff will work from home in their third trimester.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| All risk assessments to be completed by line managers and returned to LD / RG | Line managers | Ongoing |
| All risk assessments to be reviewed by LD / RG prior to individuals work from John Street or outreach locations | LD / RG | Ongoing |

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| **Hazard (hazard and hazard description):** Staffing who may develop direct or indirect COVID related symptoms either in or out of the workplace which may have a significantly increased adverse effect on their health and wellbeing and that of other members of staff. |
| **Control Measures (existing):** 1. Staff members employed during the pandemic were offered the opportunity to access a COVID-19 vaccination as frontline health and social care workers. Where possible and available, staff will be supported to access new vaccinations.
2. All frontline staff working in John Street or outreach locations are encouraged to take part in twice weekly COVID 19 lateral flow testing if they work from the building two days or more or if they are in weekly, on the morning they attend.
3. Any staff member who tests positive, and is well enough to do so, is asked to work from home for a period of time in line with government guidance at that time.
4. All members of staff who have been a close contact of somebody who tests positive will be offered lateral flow tests where available and encouraged to work from home wherever possible for a period of time in line with government guidance at that time.
5. Staff should report any sickness to their line manager as per the sickness policy and provide dates of their access to the building.
6. Staff should access a COVID 19 lateral flow test as soon as possible and inform their manager as to the result.
7. Should a staff member become ill with COVID related symptoms whilst in John Street they should immediately contact their line manager via phone and in their absence the Chief Executive. The manager should confirm which rooms the individual has accessed that day and also staff they have been in close contact with over the previous 48 hours which includes Being face to face with someone who is closer than 1meter from you at any length of time or being within 1-2 meters of someone for more than 15 minutes.
8. The affected member of staff should open the window in their room, take all of their belongings, ensure they sanitise their hands and are wearing a face covering, close the door to their allocated work space and then leave the building by the nearest exit taking care to avoid any surfaces as far as possible.
9. Once home, where available, they should take a lateral flow covid test.
10. Any room in which contained a member of staff with suspected COVID 19 should be marked as inaccessible until cleaned by the contracted cleaner.
11. All cleaning within these areas should be completed in line with the Handling Suspected Cases of COVID 19 policy.
12. All common touch points in communal areas accessed by the staff member must all be cleaned immediately in line with the Handling Suspected Cases of COVID 19 policy. This would include as a minimum door handles and metal panels, toilet keys and bannisters.
13. If more than one staff member who has accessed the building tests positive, a senior member of staff must contact the local health protection team on [https://www.gov.uk/health-protection-team](https://www.gov.uk/health-protection-team%20)
14. All staff must comply with specific PHE local instructions following a positive test.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Electronic confirmations of Handling Suspected Cases of COVID 19 are to be saved  | RG / LD | Ongoing |
| Lateral flow testing kits to be distributed to front line staff where available | LD / CS | Ongoing |

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| **Hazard (hazard and hazard description):** Travel to work, parking and travel for business reasons. |
| **Control Measures (existing):** 1. All cars which have been agreed in advance can park at the rear of John Street are to be reversed parked leaving as much space between drives doors and the adjacent car as possible. Staff should not park at the rear of the building without previous consent which should be agreed on a weekly basis.
2. With the exception of staff opening the building, all staff on arriving work must present to the **front** of the building and regardless of travel means must be wearing an appropriate face covering on entering the building.
3. All staff should sanitise their hands immediately on entering the building.
4. Wherever possible, staff travelling for business purposes should do so individually or if travelling in a car together, it is recommended this is ventilated.
5. All staff working from other premises should comply with each individual buildings risk assessment and safety measures in place.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| All staff to be responsible for filling antibacterial gel dispensers | All | Ongoing |
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| **Hazard (hazard and hazard description):** Opening, arriving, leaving and locking up 51 John Street. There is a potential for numerous members of staff to arrive and / or leave at the same time which could increase the risk of spreading COVID 19. |
| **Control Measures (existing):** 1. All staff who are opening or locking the building to be issued with antibacterial gel if required to store in their vehicle / within their personal belongings if not parked at the rear of the building.
2. Staff who are opening up the building must enter through the rear of the building whilst maintaining a physical distance of 1m wherever possible.
3. Staff are required to wear a face covering on entering the building.
4. Staff are encouraged to sanitise their hands immediately on entering the building.
5. Other staff arriving at John Street must enter through the front of the building and are encouraged to use the hand sanitiser available in the front porch and / or reception area.
6. Prior to leaving the building all staff are to close the window in their allocated work area.
7. Prior to leaving the building, staff are to contact the admin team with the internal phone to let them know of their intention to leave. They must then sanitise the phone.
8. Prior to leaving their room, all staff are encouraged to sanitise their hands.
9. If more than one member of staff is leaving, then social distancing should be observed at all points.
10. Prior to locking up, a check of the building is to be undertaken by members of the admin team.
11. All staff should leave through the rear of the building where possible and practical, taking account building issues and seasonality.
12. A minimum of two members of staff are required to be present to lock up the building whilst maintaining a physical distance of 1m from each other where possible.
13. Once the building is secure the two remaining staff are encouraged to use antibacterial gel and wash their own hands on entering their own home.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Close contact with others. Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly. |
| **Control Measures (existing):** 1. After washing sanitising hands, staff are encouraged to travel to their allocated workspace whilst adhering to social distancing.
2. All staff are required to alert a member of the admin team of their arrival by phone once they have travelled to their allocated workstation and sanitised it.
3. Staff will be allocated a room(s) to work from.
4. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when beneficial for business needs and kept as short as possible. Meeting rooms should be kept well ventilated.
5. Staff are encouraged to avoid close contact or touching other employees, visitors, etc. and follow the social distancing where possible.
6. Staff are encouraged to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
7. Where possible treatment rooms will be set with a 2m gap between client and counsellor. Where a 2m gap in rooms is not possible, seats will be set at a minimum of 1m and the room is expected to be ventilated throughout.
8. Screens to be installed where viable.
9. When sharing an office space, visors will be available for staff should they wish to wear one whilst seated at their desk.
10. With the exception of designated staff, access to the admin office is discouraged.
11. Whilst in communal areas all staff are required to wear face coverings unless medically exempt.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Signage for rooms for 2m rule (tape to be set out if meetings take place) | RG / LD | Ongoing |
| Meetings to be completed virtually where possible | LD | Ongoing |
| Screens to be ordered and installed | RG | Ongoing |

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| **Hazard (hazard and hazard description):** Administrative office. The office has historically been used frequently by non-administrative tasks to undertake tasks such as photocopying, checking room booking. The space within this office creates a risk of potential contamination through coughing and sneezing and contact with surfaces and controls and lack of social distancing. |
| **Control Measures (existing):** 1. Access to the admin office for non-administrative staff is to be restricted. Anybody accessing this room will be expected to wear a face covering. Administrative staff will be encouraged to wear masks during this time.
2. Anybody accessing the room will be expected to socially distance wherever possible.
3. Only one non-administrative person to be allowed in the admin office at any one time.
4. Staff who must access the admin office are to avoid any unnecessary time spent in there or in the doorway leading to it.
5. The paper room booking diary is to be suspended and an electronic version accessible to all will be implemented.
6. Staff are to email the office email account should they require any photocopying to be undertaken. The admin staff will place this in an envelope with the person’s name clearly marked.
7. Any clinical correspondence is to be produced through IAPTus and counsellors are to use the batch print function with admin sending this direct to intended audience.
8. Any non-clinical correspondence, except for private and confidential information, should include an electronic signature with a corresponding address and be sent to admin who will print and post it.
9. Staff are to inform admin if the confidential waste bin is nearing the top so that a new bag can be placed in there.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Electronic room booking diary to be kept up to date including clients | RG / GH | Ongoing |

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| **Hazard (hazard and hazard description):** Workstations, IT and telephony equipment. Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects. |
| **Control Measures (existing):** 1. Wherever possible windows should be kept ajar to allow adequate ventilation throughout the room, this includes in rooms with staff working in isolation.
2. Staff are instructed not to share phones, headsets and personal mobile phones with others to prevent accidental cross contamination.
3. Wherever possible staff are to be allocated their own desk to work from.
4. Where possible staff should use their own IT equipment, to prevent accidental cross contamination. Where equipment is shared, staff are encouraged to sanitise their hands prior to and after use.
5. Staff are required to clean and sanitise their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets prior to commencing and on completion of work. Suitable wipes and cleaners that do not damage equipment are provided.
6. All staff are required to replenish their sanitising equipment from the store held in the kitchen and should never leave a room with low or no cleaning equipment.
7. All staff issued with laptops and mobiles are to bring and take home their equipment on a daily basis. Appropriate baggage for this will be supplied, this must be stored under your designated desk or room and not placed on a hard work surface.
8. All loose soft furnishings, including cushions and toys will be removed from all therapy rooms.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Meeting rooms. Potential risk or transfer of virus on account of close contact with other persons. |
| **Control Measures (existing):** 1. Use of Microsoft Teams or equivalent for meetings wherever possible.
2. Offsite meetings to be held over Microsoft Teams or equivalent and external face to face meetings to be held only when necessary and in line with the site’s health and safety COVID 19 requirements.
3. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when beneficial and / or essential for business needs and kept as short as possible.
4. Staff using conference and meeting rooms instructed to follow Govt advice and maintain a social distance of 2m wherever possible.
5. Staff instructed that the same social distancing rule should be applied to any meetings with clients or visitors and a gap of 2m is advisable where possible.
6. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc. and to give a polite explanation of this policy if required.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Signage for rooms for 2m rule (tape to be set out if meetings take place) | RG / LD  | Ongoing |

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| **Hazard (hazard and hazard description):** Communal facilities, entrance, toilets, stairs, etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health. |
| **Control Measures (existing):** 1. Contract cleaning services provide a daily contracted cleans which will include toilets and communal areas, along with workspaces and the cleaning routine is to a higher specification. A regular deep clean will also be undertaken.
2. On each occasion they use them, staff are encouraged to clean any surface with antibacterial spray or wipes they have touched when using welfare facilities, this includes but is not limited to toilets, sinks, door handles, soap dispensers, towel dispensers, kettle and fridge.
3. All staff in communal areas within John Street, including the kitchen, reception, toilets, stairwell and passages must wear a face covering at all times. Staff can elect to wear their own clean face coverings, however this must cover both the mouth and nose. In the absence of personal face coverings, disposable face masks will be provided.
4. Soap and sanitising agents are provided throughout the building and all staff are required to top these up if they notice they are running low.
5. Staff are encouraged to clean their hands before and after using the toilet, by washing their hands with soap and water for at least 20 seconds. As above, we encourage all surfaces are to be sanitised after use.
6. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
7. Where available windows in bathrooms are to be left open during working hours.
8. Only one member of staff is permitted to use a flight of stairs at any time. Should there be more than one-person present, the additional member of staff must wait in the designated social distancing area identified on each landing.
9. Staff are required to ensure that coats, scarfs and other outdoor items are stored either on the back of their own chair or on coat hooks provided.
10. No bags to be placed on a hard surface apart from the floor.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| 1. Cleaning equipment to be audited and ordered as required
 | RG | Ongoing  |

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| **Hazard (hazard and hazard description):** Personal hygiene - Poor personal hygiene standards pose a risk of passing or contracting the infection. |
| **Control Measures (existing):** 1. Induction process carried out in accordance with government protocols on return to work and new procedures for dealing with COVID-19 in the workplace.
2. The importance of good personal hygiene has been explained to all staff.
3. Staff encouraged to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.
4. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
5. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues are to be flushed down the toilet, placed in a bin or pocketed and taken home for safe disposal.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Cleaning and hygiene. Inadequate cleaning and hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus. |
| **Control Measures (existing):** 1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff have been increased in line with the increased cleaning regimes.
2. Deep cleans are carried out throughout the basis on a bi-annual basis all staff are expected to clean a minimum of twice a day.
3. All staff are encouraged to clean any surface with antibacterial spray or wipes they have touched when using welfare facilities, this includes but is not limited to toilets, sinks, door handles, soap dispensers, towel dispensers, kettle and fridge.
4. Suitable disinfectant cleaning products are used by the contracted cleaning staff.
5. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces.
6. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.
7. Staff are required to report anything contaminated or spilt that requires cleaning.
8. On a weekly basis the contract cleaner will clean throughout the building with bleach.
9. On a monthly basis all soft furnished chairs will be steam cleaned.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Waste. Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise). |
| **Control Measures (existing):** 1. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidently contaminated.
2. All waste bins and receptacles are carefully and safely emptied daily wherever possible by the contracted cleaning staff.
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, toilet or pocketed and taken home.
4. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Waste bins are provided at employee desk areas and within kitchen areas.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Staff hygiene training to be completed with new members of staff | RG / LD | Ongoing |
| Counsellors are to ensure all PPE is available in their room for face to face sessions, this should include tissues and hand sanitiser for clients use. | All | Ongoing |
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| **Hazard (hazard and hazard description):** Food and drink preparation areas. Potential risk or transfer of virus through cross contamination. |
| **Control Measures (existing):** 1. Given the dimensions and lack of ventilation, the kitchen may only be used by one member of staff at any time.
2. Any staff member requiring to access the kitchen to prepare hot food must contact a member of admin staff and they will be allocated a 15 minute slot.
3. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
4. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
5. Staff are able to use their own drinking mugs and glasses should they prefer.
6. Staff should keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
7. All staff should wash their hands thoroughly before using these facilities and on leaving these facilities.
8. The kitchen sink should be cleaned after use.
9. The microwave oven should be left in a clean condition and wiped out after use.
10. Any half-eaten food products are to be placed in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
11. Staff must not use unwashed cups, cutlery or crockery.
12. All dishes are to be rinsed prior to being placed in the dishwasher.
13. A dishwasher is available and must be used to thoroughly clean crockery and cutlery. Hand washing dishes is not allowed and no dishes or cutlery is to be left in the sink.
14. Single use paper tissues are to be used to dry any spills.
15. Only plastic cups provided can be used for the water cooler. The water cooler should be sanitised after each use (handle, cup dispenser).
16. Wherever possible any goods bought in break times should be stored in staff’s own vehicles.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Smoking shelters. Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.  |
| **Control Measures (existing):** 1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking area. Staff must access this using the designated one way system.
2. Staff are encouraged to wash or sanitise their hands immediately after returning from a smoking break.
3. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.
4. All cigarette ends to be placed in the dedicated cigarette bin by the smoker. They must not to be placed in general rubbish.
5. Cleaning of the cigarette bin to be integrated into contracted cleaning staff’s role wearing appropriate PPE.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Passenger and goods lifts. The space within the lift creates a risk of potential contamination through coughing and sneezing and contact with surfaces and controls. |
| **Control Measures (existing):** 1. Clients with accessibility issues will be seen in a community based accessible building.
2. Lift use is to be restricted. This will be reviewed should any member of staff require to use the lift for access issues. Should clients or staff need to use the lift in the building, this should be discussed in advance with the Service Manager / Deputy Service Manager.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Accessible outreach locations to be secured | RG | Ongoing |

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| **Hazard (hazard and hazard description):** Local lockdowns may be implemented which requires either the building to temporarily close or staff to be unable to access this. Failure to comply with local lockdown guidance could result in the increased risk  |
| **Control Measures (existing):** 1. The Service and Deputy Service Manager are to keep abreast of local guidance relating to lockdown requirements.
2. All staff will be expected to comply with local lockdown requirements.
3. A staff rota is to be stored on the shared drive, so it is clear who is expected in the building daily.
4. If an immediate lockdown is instigated the Service Manager and / or Deputy Service Manager will inform all affected staff of the implications for them and the service.
5. Staff are required to carry work laptops and mobiles to and from work when in attendance.
6. The landline call forwarding option will be instigated where required.
7. The SCS website is to be kept up to date with local developments.
8. The John Street risk assessment will be updated to reflect local changes.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
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| **Hazard (hazard and hazard description):** Visitors to the building including contractors may unknowingly be carrying COVID and risk passing this on to staff members present in the building or through cross contamination of items. |
| **Control Measures (existing):** 1. All visits for contracted work to be pre-arranged wherever possible.
2. All visitors will be expected to provide contact information which will be stored in accordance with GDPR for 21 days.
3. All visitors will be asked to sanitise their hands on each occasion they enter the building.
4. All visitors are expected to socially distance from all other personnel in the building.
5. Where possible, contractors will be asked to wear face coverings whilst completing work.
6. Those undertaking work within the building will be provided with sanitizing equipment to clean down anything touched.
7. Additional cleaning will be undertaken where required in areas in which they have worked by contracted cleaners.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Attendance spreadsheet to be kept up to date | Admin Team | Ongoing |

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| **Hazard (hazard and hazard description):** Offering face to face counselling. Clients accessing the building may unknowingly be carrying COVID and risk passing this on to staff members present in the building or vice versa or through cross contamination of items. |
| **Control Measures (existing):** 1. All counselling appointments are to be offered either face to face, telephone or video depending on client need and preference. Factors such as counsellor gender preference, accessibility issues and hearing impairments will also be considered, and appropriate adjustments made.
2. Clients are to be sent a client charter and contract which includes information relating to COVID 19 and the implications for them accessing their treatment face to face in advance of attending their appointment.
3. Should a client or counsellor develop symptoms of COVID 19 we request they do not attend John Street for their relevant period of self-isolation and until they are no longer symptomatic. If possible, appointments will be offered by phone or video in the interim or if not, then treatment will be delayed during the period of self-isolation.
4. Wherever possible appointments are to be off set to reduce the numbers attending at any one time to a minimum.
5. On attendance at each appointment at John Street, or affiliated building, a client will be expected to provide an in-time analysis of their risk in terms of key health factors for COVID, include access to other people who are potentially symptomatic. At John Street this system will take place using the video door entry system and if clients currently have COVID related symptoms they will be encouraged to have their appointment online over the telephone or to wear a face covering for the duration of their appointment.
6. Entrance will only be permitted from the main entrance on John Street and clients will be asked to sanitise their hands on arrival.
7. All clients will be asked to wear a face covering at all times whilst in communal areas unless they have a medical exemption.
8. Clients will be required to attend John Street by themselves unless specific agreement has been made for carers attendance in advance. Any carer will be expected to comply with all measures which apply to clients. Any other person who attends an appointment with a client will be turned away from the building.
9. The reception area will have restricted use and clients will be escorted by their counsellor to their treatment room on arrival. Both parties should socially distance wherever possible.
10. Clients are discouraged from bringing any unnecessary items with them, such as shopping bags. Any personal items are to be stored in an allocated space in the counselling room.
11. All counselling rooms are to be ventilated throughout counselling appointments.
12. Screens will be in place where possible in each counselling room and the chairs are to be set socially distanced with the screen between the therapist and client.
13. PPE will be provided in each counselling room including hand sanitisers, visors and masks.
14. Once seated behind the screen the client and counsellor are permitted to removed their mask and / or visor for the duration of their session.
15. Should clients or counsellors wish to wear a face mask or visor for the session, these will be provided. For those with hearing impairments clear masks will be provided.
16. Visors and masks are single use only and therefore the client should either take them home with them or dispose of them in the bins provided in the room.
17. Counsellors will discuss the clinical contract with clients in their first session which will reference COVID 19 and restrictions relating to it.
18. No refreshments will be available throughout the counselling session.
19. All tissues used in session must be placed in the bin(s) provided in the counselling room.
20. The use of items such as Russian dolls, sand trays, fabric dolls, etc. are not permitted in treatment sessions.
21. On completion of the session, both parties should put on a face covering prior to leaving the room.
22. All clients will be escorted to the rear of the building wherever possible and subject to issues of seasonality.
23. Counsellors will be expected to complete the COVID Counselling cleaning regime immediately after the appointment, including sanitising any item touched by them and clients in the counselling room, toilets and contact points such as door handles and panels and exit points.
24. All counsellors are expected to replenish cleaning equipment if it is running low.
25. Counsellors should provide the ID numbers to the admin team after every session so their details can be added to the attendance spreadsheet.
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| **Further Control Measures Required:** | **Assigned To:** | **Due Date:** |
| Online client room booking system to be maintained | RG / GH | Ongoing |
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| **Review Date:** | **Reviewer:** | **Comments:** |
| 06.01.2021 | Leanne Davis | Key amendments relate to the development of a new strain of COVID-19 which is thought to be more easily transmitted. This update includes the use of face coverings and / or visors in their counselling session, reflects shielding requirements and removes completed actions. |
| 05.01.2021 | Leanne Davis | Included two new control measures, vaccinations and lateral flow tests and also removed completed outstanding actions. |
| 19.05.2021 | Leanne Davis | Action plan updated to reflect current position in relation to lateral flow testing, vaccinations, requirements re smoking and face to face appointments. Further control measures have been reviewed and updated. |
| 23.08.22 | Leanne Davis | Action plan updated to reflect current position and relaxing of COVID requirements. This has included the relaxing of the requirement to wear masks throughout treatment sessions, social distancing and to ensure the ongoing requirements for new staff joining the organisation.  |
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