

## Accessing our Services during the Coronavirus Outbreak

Services delivered at Broomfield Road, Chelmsford (e.g. Counselling):

**In order to reduce the risk of transmission we will be practicing the following:**

In addition to our usual cleaning routine for the Practice rooms there will be additional cleaning of the toilet area, all work surfaces, door handles and switches with anti-bacterial wipes.

As an extra precaution all practitioners will be washing their hands and wiping all door handles between seeing clients.

Wherever possible practitioners will be opening and closing interior doors so that you don't have to touch any door handles.

We will not be offering water to clients during this time and we encourage you to bring in your own water as staying hydrated is important for wellbeing.

We will still be providing tissues but we would ask that you take these away with you to dispose of.

### **What can clients do to reduce the risk of transmission?**

On entering the Practice we would ask that you wash your hands, using the Government approved method. You will be able to wash your hands in the waiting area toilet. Dry your hands with the provided paper towels and leave them in the bin.

If you have a cough, cold or fever we would ask that you don't come to appointments in person. This does not mean that you have to cancel the appointment. If you feel well enough to do so, an alternative method can be used, such as an appropriate online platform (eg Teams) or a telephone session. Your practitioners will discuss these options with you. You will need to follow Government advice regarding when you are well enough to return to having sessions in person.

### **What if my practitioner has a cough, cold or fever?**

If the practitioners has a cough or cold we will also be following Government advice. If they are well enough to work, all their appointments will need to be via an appropriate online platform (eg Teams) or by phone. Any unplanned breaks due to illness will be managed in ways to minimise inconveniencing clients.

### **What if my practitioner (or their family member) contracts Coronavirus?**

Your practitioners will contact you directly to let you know and discuss options with you.

### **What will happen to my appointments if Coronavirus becomes more widespread?**

Should this happen your practitioners will discuss with you alternative methods for the appointments to take place such as telephone or appropriate online platforms (eg Teams).

## Services delivered at other locations (e.g. DVPP Groups):

**In order to reduce the risk of transmission we will be practicing the following:**

As an extra precaution all practitioners will be washing their hands before seeing clients.

We will not be offering refreshments to clients during this time and we encourage you to bring in your own water as staying hydrated is important for wellbeing.

### **What can clients do to reduce the risk of transmission?**

On entering the building we would ask that you wash your hands, using the Government approved method.

If you have a cough, cold or fever we would ask that you don't come to group. You will need to follow Government advice regarding when you are well enough to return to having sessions in person.

### **What if my practitioner has a cough, cold or fever?**

If the practitioner has a cough or cold we will also be following Government advice. Any unplanned breaks due to illness will be managed in ways to minimise inconveniencing clients.

### **What if my practitioner (or their family member) contracts Coronavirus?**

We will contact you directly to let you know and discuss options with you.

### **What will happen to my group if Coronavirus becomes more widespread?**

Should this happen your group will be temporarily suspended.