

## **ADDENDUM TO COUNSELLING AGREEMENT**

This note is an addendum to the agreement entered into by the client and Shine Counselling (“the parties”) covering issues related to the 2020 COVID-19 (coronavirus) outbreak (“the virus”) for all counselling sessions conducted at Time Counselling and Wellbeing Centre, 66-67 Tredegar St, Risca, Newport, NP11 6BW (“the premises”).

This addendum covers precautions and other arrangements necessary to ensure the wellbeing and safety of everyone using the service.

### **Precautions**

Please take all reasonable precautions against bringing the virus into the therapy room, including

- washing your hands with soap and water for at least 20 seconds before coming into the therapy room
- cover your mouth and nose with a tissue or your sleeve when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- do not come into the therapy room if you feel unwell or have come into close contact with someone who is unwell

Latest health advice is published on the NHS website at <https://www.nhs.uk/conditions/coronavirus-covid-19/>

### **Entering the Building**

Hand sanitiser is available in the porchway. Clients and therapists must use the sanitiser prior to entering the building. Therapists must use disinfectant spray and kitchen roll to sanitise the entry code keypad if used. Used kitchen roll must be placed in the bin located in the porch. Only one person shall be allowed in the porchway at any time.

The intercom system is not to be used.

### **Face Covering**

A face covering must be worn at all times when on the premises, except in the therapy room itself, provided all parties agree to removing masks, and the precautions detailed below are followed.

### **Waiting**

It is not possible to provide waiting facilities at this time.

### **Access to Therapy Rooms**

Therapy rooms, 2 and 4 on the upper floor must be accessed via the stairway at the far end of the building.

Therapy room 5 (upper floor), staff toilet and kitchen must be accessed by the front staircase. This is to limit the risk of therapists and clients passing in a restricted space.

### **Toilets**

Toilet facilities are limited. The toilet on the upper floor is for staff use only. The toilet, taps, door handles and sink must be disinfected after use.

One toilet is available on the lower floor for clients, for emergency use only. The toilet must be cleaned and sanitised after use.

**ADDENDUM TO COUNSELLING AGREEMENT****Refreshments**

No refreshment facilities are available to clients. Staff may use disposable cups for hot or cold drinks. Please follow hand washing hygiene guidance provided on entering the kitchen. Clients are strictly not permitted in the kitchen area.

**Distancing**

The 2-metre distancing rule must be adhered to whilst on the premises. Therapists rooms have been altered to accommodate this. All leather chairs must be cleaned with disinfectant after each client session.

**Ventilation**

Therapy rooms shall be ventilated where possible by opening windows and/or doors, provided this does not compromise privacy.

**Confidentiality**

In the event of a counsellor or any of his clients becoming affected by the virus, there is a possibility that, to prevent further spread of the virus, he may have to disclose client details (limited to name and contact details) to the relevant health authorities (Test and Trace). By signing this addendum, the client agrees to this disclosure under these specific circumstances.

**Cancellations**

Please continue to advise cancellations at the earliest opportunity, and at least 24 hours in advance, by calling/texting 07899 985190 or emailing [cancel@shine-counselling.co.uk](mailto:cancel@shine-counselling.co.uk). **Cancellation fees will be waived if the client has contracted the virus or is required to self-isolate.**

In the event of the either party contracting the virus or otherwise being forced to enter a period of self-isolation, that party shall advise the other at the earliest possible opportunity. Shine Counselling will make best endeavours to continue counselling either by phone or online. In the event of prolonged absence by the counsellor, Shine Counselling will provide details of alternative service providers the client may wish to work with on a temporary basis. Should none of these measures be possible or suitable, counselling will be suspended for a period of time agreed between both parties. Upon resumption of counselling, Shine Counselling will make best endeavours to offer the client appointments on the same day/time as they were attending before the interruption to the service.

**Signatures**

Name \_\_\_\_\_ Signed \_\_\_\_\_ (client) Date \_\_\_\_\_

Name \_\_\_\_\_ Signed \_\_\_\_\_ (counsellor) Date \_\_\_\_\_