



### **Re-opening our Counselling Service**

Savana's priority is and always will be the safety of our clients, counsellors, volunteers and staff and as such risk assessments are being undertaken on a regular basis and are in line with Government Guidance during this Covid-19 Pandemic.

As such we have had to implement new procedures in order to restart Face to Face counselling.

**If you or a member of your support bubble are showing any signs of Covid-19, please do not attend the premises.** These signs include:

- New continuous cough
- Raised or high temperature
- Loss of taste and/or smell

**If you have been tested and are still awaiting the results of a Covid-19 test, or have been contacted by the Track and Trace team and have yet to take a test, or have received a Positive result within the past 14 days, please do not attend the premises.**

In the above cases please call our Services Team on 01782 433204 to advise them of the situation and then follow the Government's guidelines on self-isolating.

### **Attending your appointment**

Please arrive no more than 10 minutes before your appointment.

Upon arrival, please kindly wait outside. Your counsellor will then come and collect you. Your counsellor will be wearing a Visor (and additional mask/gloves if they require this). Face Masks for all clients are recommended but not a requirement.

There is a limit of 2 people in the reception area at any one point in time and 2m distancing should be observed throughout the premises and we thank you for your assistance in observing this. If you are being accompanied please make sure that they are aware that there is no waiting area in use on the premises.

As you enter the porch area, please use the hand sanitizer provided. There is also additional wall mounted sanitizers within the building and in all counselling rooms. Your counsellor will lead you to your allocated counsellor Room and will indicate which chair to use.

We have implemented a one way system so that at the end of your session your Counsellor will guide you to the nearest Fire Exit located at the end of the corridors in order for you to exit.

Please also be aware that the Client toilet is currently out of use.

We are sorry for any inconvenience the new procedures may cause but appreciated your patience and assistance in keeping everyone safe during these changeable times.