



## One Vision Counselling Service

The Deptford Methodist Mission, 1 Creek Road, SE8 3BT

Telephone: 07833636432 / 020 8001 3818

Email: [onevisioncounselling@gmail.com](mailto:onevisioncounselling@gmail.com)

Website: [www.onevisioncounselling.co.uk](http://www.onevisioncounselling.co.uk)

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Client Agreement - Coronavirus COVID-19

### CLIENT REF:

Thank you for your respect and cooperation during these difficult times, and we are really pleased to return to face-to-face work in our service.

### At each visit

At each face-to-face appointment you will be asked a few standard risk assessment questions and can expect a temperature check to be taken. Your temperature will be checked using a no-contact device which you or your counsellor point at your forehead from a safe distance. Your temperature will be recorded and a few standard risk assessment questions will be asked. Our aim is to mitigate risk of COVID-19 transmission.

The temperature check has a traffic-light system (green/amber/red). This means –

Green – the face-to-face session can go ahead

Amber – You and your counsellor decide if you feel safe enough to have a face-to-face session, and this will also depend on how the risk assessment questions have been answered. We want to ensure there is as little disruption to your session whilst maintaining a safe environment.

Red – you will not be able to have a face-to-face session that day. You will not be charged for this session, and your counsellor will try and arrange a zoom session for you that same week which will be charged for.

### Limits to confidentiality with regards to COVID-19

Our professional body (BACP) released guidance relating to the limits of confidentiality with regards to Coronavirus COVID-19. We have an ethical duty to share with you our limits of confidentiality regarding this.

As this is a matter of interest to the public THE Government's and our professional guidance says 'we have an ethical duty to prevent harm to clients and others, however, it is important to strike a balance between taking appropriate precautions whilst not causing undue concern' (BACP, 9<sup>TH</sup> March 2020).

The National Contact Tracing system is in place and we have a moral and ethical duty to share your contact details with the National Track and Trace service if it is suspected or known that you have come into contact with an infected or potentially infected person during the course of visiting our service.

Limits of confidentiality extend to necessary disclosures that relate to the benefits of public interest. Public interest is the general welfare and rights of the public that should be recognised and

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protected. Disclosures made in the public interest under common law are essential disclosures that are made to prevent serious risk of harm such as a serious and imminent threat to health, such as the spread of COVID-19.

We will maintain your confidentiality as much as possible by not disclosing the reason that you visit our building or the nature of our service, but we will need to disclose your name and contact details in the area of public interest and health. In the spirit of openness, we will also inform you if you have been in contact with an infected person or if someone who uses the building that you may have come into contact with tests positive.

#### Hygiene requirements

In attending our service, you are required by the building regulations to sanitise your hands on entering the building. Hand sanitisers are placed in the stairwell and in the communal areas. There are notices on the stairs to direct you to keep social distancing rules.

When you arrive at the top of the stairs on the second floor, your counsellor will open the door and stand back to allow for social distancing. Please respect the social distancing requirements and follow your counsellor to the counselling room.

On entering the One Vision Counselling Service room your counsellor will sanitise their hands and you are required to do the same. You and your counsellor are required to keep to social distancing rules during the sessions and when walking around the building.

Your counsellor will invite you to take a seat, maintaining social distancing, and you and your counsellor will sit with a Perspex screen between you for protection. You can choose to wear a face mask or visor during your session. This is personal choice, and face masks are provided in the room for your use.

#### Session times

Please bring your own drinking water too.

#### Session times

We are staggering our session times so that this allows for the counselling room to be cleaned and to allow for air flow between sessions.

#### Moving between remote and face-to-face sessions

As the Government guidance and the guidance from our governing body changes, it may be necessary to move your sessions to zoom. We work with you to ensure that there is minimal disruption to your therapy. It is also important to say that you and your counsellor can decide whether you want to stop face to face sessions. In the current climate we recognise that it is important for you and your counsellor to feel comfortable with meeting in person and you can discuss how you feel about this with your counsellor. We respect the personal choice of individuals



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regarding this, and offer you the autonomy to change your mind about attending sessions in person. If Government guidance on social distancing and protective measures change, or if the client's or counsellors' personal circumstances change, it may impact on face-to-face sessions continuing, and the responsibility lies with One Vision Counselling Service to make this decision.

### Travelling

If either you or your counsellor travel abroad, we ask that you both inform us, and this will impact on face-to-face sessions continuing for a period of time.

Please sign below to agree to acknowledge your agreement to the above.

Client's name:

Client's signature:

Counsellor's name:

Counsellor's signature:

Date:

Client Ref: