



## **Counselling Service Safety Protocol**

### **When you attend your appointment:**

- Please do not arrive earlier than your appointment time for the purposes of social distancing;
- Please attend your appointment on your own – do not bring others to Service with you;
- When you arrive check-in with Reception from the doorway - do not enter the Reception room;
- Your name and mobile number, date and time of attendance will be logged for the purposes of contract tracing. This will not be shared with anyone unless a case of Covid-19 is reported and contact tracing is required;
- Please wait in the Counselling Service Foyer until your counsellor calls you in;
- Please sanitise your hands before your session, and on your way out;
- All service forms will be emailed to you in advance of your appointment;
- Please wear a mask or face covering on entering the building;
- During your counselling session you are required to wear a mask or face shield;
- Please bring your own pen, water bottle and tissues to appointment;
- You will be provided with a tray to store your belongings in for duration of the session;
- Please bring as minimal belongings as possible with you;
- You are not allowed to bring tea/coffee to the counselling session;
- Please exit the building as soon as your session is over;
- Follow on appointments will be booked over the phone or at the end of your session.

### **Safety Measures:**

- Your counsellor will notify you in advance if they are unable to facilitate your session;
- The counselling room will be ventilated and cleaned down before and after each session to ensure your safety and ours;
- The student toilet is located on ground floor;
- Hand sanitisers will be available in the Counselling Service foyer;
- If you have a cold, cough, temperature or any flu-like symptoms please do not attend in person for your appointment;
- Please ring Reception and explain. We will reschedule your appointment for when you are feeling better or conduct it as a phone consultation instead;
- If any member of your family or close contact group has shown signs of Covid-19 please do not attend in person for your appointment but opt for a phone consultation instead;
- Please comply with the social distancing rules as outlined in the Student Services Building;
- Please check the University's Covid-19 policy [here](#).

### **Phone Consultation Protocol**

If you are availing of a phone consultation, please see [here](#) for further information.

*Thank you for reading this protocol and adhering to the guidelines.  
We will endeavour to ensure your safety in all our face to face contact with you.*