



Phoenix Therapy Practice

Adult, Child, Couples and Group Psychotherapy, Counselling and Psychological Services.

COVID-19 POLICY

Phoenix Therapy Practice places great importance on the wellbeing of its visitors and practitioners. In light of current government guidance, we have updated our Health & Safety Policy and practice to reflect the current situation in order to minimise risk of infection transmission into and out of the premises.

We recognise that working remotely is not possible or preferable in the long term for all clients and therapists and that the national situation in relation to Covid-19 now makes it possible for therapists to consider returning to face to face work with clients, with safe working practises in place.

Making the decision to return to face to face working with clients

In order to make the right legal and ethical decision therapists must consider their own needs and those of each of their clients individually taking the following into account:

- The therapist's need to work face to face
- The risks to the therapist and anyone they live with if working face to face
- The client's need for face to face work
- The risks to each client and anyone they live with

Therapists will discuss their decisions about face to face working in supervision

Therapists will check with their professional insurers to ensure they are adequately insured.

Therapists will continue to follow their professional body's guidance on face to face work

Making the Phoenix Therapy Centre a Covid-19 safe environment

We have introduced the following measures at the centre to make the environment safe and reduce the risk of Covid-19 transmission for clients and therapists. We expect all therapists and clients to be aware of these measures and to follow the relevant procedures.

Everyone

On entering the building everyone must sanitise their hands – sanitisers are located in the entranceway.

Everyone must maintain 2 metres distance from everyone else in the building. This may mean waiting before walking down the corridor and staying outside the building until the session time or until the toilet is free.



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Everyone must wear a face covering on arrival and in all public shared spaces in the centre i.e. entrance/exit, corridors, and toilets. Everyone will be responsible for the provision of their own face covering.

When using the toilets everyone will follow this procedure:

- Use hand sanitiser located outside toilets
- Spray the door handle with available cleaning spray and all other touch points in the toilet before use – i.e. toilet flush, taps.
- Use the toilet
- Close the toilet lid before flushing
- Wash hands
- Spray all touch points and door handle again
- Sanitise hands

Clients

We ask that all clients arrive for their session on time – **there will be no waiting area** – on arrival, clients must head straight to the therapy room

Clients must bring their own bottle of water if they require a drink during the session

We ask all clients to leave the centre immediately after their session has finished – using the toilet is fine.

Therapists

Therapists are responsible for ensuring there is 2 metres distance between the chairs in the therapy rooms.

Therapists are responsible for ensuring a ventilated space opening windows where this is possible

Therapists will ensure a new disposable chair cover is placed on the client's chair before each session and the used one disposed of after each session. There will be no cushions on the chairs

Therapists will clean the door handles, chair arms and all room surfaces after each session.

Therapists will ensure frequent cleaning of the entire centre including frequently emptying the bins.

Therapists will not share items with each other e.g. pens, cups



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Face coverings

Everyone must wear a face covering in the communal areas of the centre i.e. entrance/exit corridors toilets and office. To enable social distancing no more than 2 people can be in the office at any one time.

Face coverings are not essential in the therapy rooms as the chairs can be placed 2 metres apart enabling sufficient social distance between client and therapist. However, each individual therapist and client will have their own risk factors, needs and wishes to consider. As such all therapists will discuss with their clients and reach agreements as to whether face coverings are worn or not in the therapy sessions.

Action to be taken if you have symptoms of covid 19

Clients

If a client has the following symptoms of covid 19

- A high temperature
- A new continuous cough
- A change to or loss of sense of smell and taste

They must not attend the session until a covid 19 test has been done and a negative result received. (We advise getting a test within 3-5 days maximum as any later than this the test may be inconclusive)

We ask clients to tell us the result of their test so that we can 1) protect ourselves and other clients and 2) avoid unnecessary self-isolation if the test is negative

If the test is positive clients must self-isolate for 7 days (and anyone they live with or are in a support bubble with must self-isolate for 14 days)

Therapists

If you have symptoms of covid 19 you must self isolate and get a test within 3-5 days.

You must keep your clients informed of the test outcome and what needs to happen next

If you have been in contact with anyone who has tested positive and need to self-isolate you must advise your clients about what happens next.

If you are unwell and unable to contact your clients you must arrange for your nominated colleague to contact your clients instead.



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Track and trace and confidentiality

As part of the government's track and trace system it is possible that any therapist or client could be contacted and asked to self-isolate for 14 days because they have been in contact with somebody who has tested positive for the virus. Individual therapists will discuss with clients what may happen in such a situation – for example a return to phone or video session may be agreed for the duration of self – isolation.

If a therapist tests positive for the virus they will be asked to provide the names and contact details of everyone they have been in contact with – as such they will need to provide public health with client's names and contact details in the interest of public health. Therapists will discuss this with clients, and any concerns they have before starting face to face work.

Local lockdown

In the event of transmission rates rising locally resulting in a local lockdown face to face work would once again be impossible. Therapists will discuss with clients the impact of this and the plans that would be put in place were this to happen i.e. the possibility of phone or video sessions.