



Phoenix Therapy Practice

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

CORONAVIRUS COVID-19 POLICY UPDATE

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 using the building, both clients and therapists, must do a lateral flow test and get a negative result, prior to visiting the Centre for a session.

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

Everyone should wear a face covering on arrival and in all public shared spaces in the centre where keeping 2 metres distance is more difficult 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
- 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 should head straight to the therapy room

We ask all clients to leave the centre immediately after their session has finished – using the toilet is fine provided correct sanitary precautions are followed.

Therapists

We ask therapists to ensure there is 2 metres distance between the chairs in the therapy rooms.

Therapists are also responsible for ensuring the room is ventilated by opening windows where this is possible and operating the ventilation units.

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.

Face Coverings

We request everyone to wear a face covering in the communal areas of the centre as space is restricted and 2 metres distance may not be possible to keep. i.e. entrance/exit corridors toilets and office.

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.

Room sanitation

There are ventilation units in every therapy room, and these will remain on throughout the session, cleaning the air. In between sessions these will be turned up, so that the air is sanitised between clients. Therapists will also sanitise chairs and touch surfaces.

Symptoms of COVID 19

If client or therapist have one or more of 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 PCR test has been done and a negative result received.

Clients and Therapists must inform each other immediately upon development of symptoms or being instructed to self-isolate because of contact with someone with COVID 19.

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 10 days and only return to the Centre once you have had a negative PCR test.

Contact with a Covid-positive person or suspected Covid-positive person:

If either client or therapist have come into contact with someone who has tested positive with Covid-19 or there is a suspicion that they might have been, i.e. displaying symptoms, contact with another positive person, awaiting test results, they must not come into the Centre. We ask that you stay away from the Centre for 7 days whether or not you have symptoms and/or have been vaccinated, and only return to Phoenix once you have received a negative PCR test.

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.

Updated 28th October 2021