

**Covid-19 Pandemic: Face-to-Face (F2F) sessions
Variations to terms and conditions and additional procedural guidelines**

Please note: Changes to these terms and conditions may occur at very short notice subject to any alterations in national and/or local Covid-19 guidelines/lockdowns. We will do our very best to keep you updated and apologise in advance if any disruption is caused to your sessions.

At the time of writing (March 2021), due to the risks associated with coronavirus, professional guidelines have suggested that remote sessions should continue to be the first choice of contact for the majority of clients. This situation will be reviewed regularly, and professional/government recommendations consulted in order to ensure the safety of clients and psychologists, and the wider community. Where there is a particular rationale or preference for considering face-to-face (F2F) sessions, this needs to be discussed and agreed, in advance, between the psychologist and clients.

Clients and the psychologist all need to feel as safe as possible and logistically able (e.g., managing childcare, time available for cleaning between clients, etc.) for F2F meetings to occur, so please try to bear with me if there is a delay before F2F appointments can be scheduled, or the frequency of appointments is not as regular as you might wish. Clients need to be aware that while every effort possible to prevent the spread of infection will be undertaken at Access Psychology, I cannot guarantee that you will not contract the virus my base at St John's Chambers. I cannot accept any liability in relation to Covid19 so **attending F2F appointments will be at your own risk**. Regular risk assessments in relation to Covid19 are undertaken to ensure that the most up-to-date procedures are being followed. Clients are welcome to request a copy of the latest risk assessment/management plan at any time.

Do not attend F2F sessions if you:

- Have had any **symptoms of Coronavirus** in the last 14 days [currently the main symptoms listed by Public Health England are: a high temperature; a new, persistent cough; shortness of breath; a loss of, or change to, your sense of smell or taste]. Please check the Department of Health website (www.nhs.uk/conditions/coronavirus-covid-19/) for the latest updates on symptoms to look out for if you are feeling unwell at all (other symptoms can include muscle or joint pain/reduced mobility, nausea/vomiting/diarrhoea, confusion). Tests are available for anyone who has suspected symptoms of Covid-19: these can be booked via the NHS website or by calling 119.
- Are **shielding**, or a member of your household is shielding (unless discussed with the Psychologist in advance).

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- Have been exposed to anyone in the who has had a positive test result in the last 14 days (in or outside your household).
- Have been **overseas** to any of the countries on the UK Government's quarantine list (see www.gov.uk/guidance/coronavirus-covid-19-travel-corridors for the most up-to-date list) in the last 14 days.

On arrival and during F2F sessions

- **Please do not arrive early for appointments** or wait in the building after the end of your appointment.
- In line with NHS and other healthcare providers, on arrival, clients will be **temperature-screened** (with a "no touch" thermometer – aimed at the forehead, 1-3 cm distant). Psychologist will wear PPE (Personal Protective Equipment: mask) to take this reading. This thermometer provides a precise (within 0.2 degrees centigrade) reading and a high / low display. Clients will be informed of their temperature. Unfortunately, any high readings indicate an elevated temperature and will mean that F2F contact cannot continue and clients will be offered the alternative of arranging a remote session. Clients will then be advised to follow appropriate self-isolation procedures.
- The Psychologist will temperature screen themselves when they arrive at the office. Should they obtain a high reading then again unfortunately they will need to cancel all F2F appointments and follow appropriate self-isolation procedures.
- On arrival, clients will also be asked if there is any new information which may suggest they may have symptoms of coronavirus or have come into contact with anyone presenting with symptoms by completing a brief questionnaire.
- **Alcohol-based antibacterial hand sanitiser is provided** to be used at the start of appointments and after any event requiring it (e.g., if you or your psychologist coughs or sneezes).
- F2F meetings will be held in a ventilated room (the office window will be open) with appropriate social distancing in place (minimum 2 metres between seated positions). I apologise if this means the rooms are not at an optimal temperature.
- Guidelines currently recommend that **PPE is worn during contact in enclosed spaces** and, therefore, we would strongly advise you to wear a face-mask for all appointments (single use or reusable, washable masks), unless under exceptional circumstances (e.g., you have a medical condition which makes this difficult). Disposable masks will be provided should you wish to use these. You are welcome to use your own additional PPE (e.g., visors/gloves or your own mask) at appointments should you wish to do so; this will not be provided. Your Psychologist will be wearing a facemask. Should you choose not to use PPE, this is again at your own risk.
- No personal equipment, including phones/books, etc., can be shared. Any paper resources will be provided via email (before or after a session), rather than handed to you within a session.
- Unfortunately, it will not be possible for you to routinely use the facilities at the office (toilet/handbasin/drinks), unless unavoidable. In case of emergency, handwash, paper handtowels and antibacterial wipes will be provided after any use of the facilities.
- The office will be cleaned regularly with frequently touched objects and surfaces being wiped down with antibacterial products between every appointment.

Infection Prevention and Safety

- Cover your mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing.
- Put used tissues in the bin straight away.
- Wash hands regularly (and after sneezing/coughing etc.) with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water are not available).
- Avoid close contact with people who are unwell.
- Do not touch face, eyes, nose or mouth if hands are not clean.

Self-isolation

- If you or your psychologist becomes unwell during an appointment (or has high temperature reading on screening), the session will need to end immediately. You are advised to seek a Covid-19 test for any potential coronavirus symptoms (see above). You must then self-isolate at home for 10 days from the start of symptoms or until you receive a negative PCN test result.
- If you become unwell within 10 days of a F2F session you should inform your psychologist as soon as possible. We will reschedule any pending appointments.
- Please note that should a client report any symptoms of Covid19 during a session, or shortly after they have been at Access Psychology, the psychologist will be required to self-isolate for a minimum of 10 days.
- Where a psychologist needs to self-isolate, whether through potential exposure at Access Psychology or outside, all clients who have attended appointment at Access Psychology with this Psychologist the relevant timeframe will be informed. Remote sessions will be then offered where possible/appropriate for the period(s) of self-isolation.

Test and Trace:

- If either you or your psychologist tests positive for coronavirus, you are each required to notify the NHS Test and Trace service if we have been in close proximity (in an enclosed space for more than 15 minutes, regardless of PPE use).
- If your Psychologist has to report this, they will only provide the minimum information necessary for their data collection and will not go into any details about the reason(s) for your visit(s). By completing and signing the client covid questionnaire and record form, you are agreeing that I may do so without an additional signed release.
- If you need to report this, you will need to include your psychologist in your contacts for NHS Test and Trace. As above, you will not need to provide more than the minimum information necessary in relation to your contact with your psychologist.

Cancellation Policy: Please give as much notice as possible where possible when cancelling appointments. During the Covid-19 pandemic, no cancellation fees will be charged if the cancellation is in relation to Covid-19. If you are able to, please let your psychologist know if you are unable to make a scheduled appointment, so they do not keep trying to contact you. If you are not available / responding at the arranged time, further attempts will be made to contact you (alternative numbers, email addresses or next of kin contacts). Please let us know if any of these would not be acceptable.

Remote therapy sessions can be provided by via video-link Zoom service or via telephone. Remote contact will only be offered when the client presents as suitable for this type of session in terms of their clinical presentation and level of risk. This will be reviewed regularly, and sessions will be withdrawn if the client is no longer considered suitable for this type of appointment.

Many thanks for your support in these challenging times.

Last reviewed March 2021