



The following document has been undertaken due to the national COVID-19 Pandemic response

Exposure to COVID-19 is a public health risk that affects all citizens and whilst we are currently on the road-map to returning to full delivery of supports and services, COVID-19 has implications for our workplace and can present a health risk to workers and other persons in our place of work. The following outlines the protocol for clients attending face to face counselling in St. Brigid's Family and Community Centre to reduce the risk of the spread of the virus and as part of the overall effort to control the spread and protect the most vulnerable.

PROTOCOL FOR CLIENTS ATTENDING FACE TO FACE COUNSELLING IN ST. BRIGID'S FCC

YOU SHOULD NOT ATTEND A FACE-TO-FACE SESSION IF:

You have developed even mild symptoms or you have been diagnosed with COVID-19.

You have had first-hand contact with an individual who is diagnosed with COVID-19 or has even mild symptoms of COVID-19.

You have been advised to self-isolate (for example: if you have just arrived in the country / or you are at specific risk).

- All clients will be allocated a 45 minute appointment. A copy of this Protocol will be e-mailed / posted to you in advance of your initial face to face therapy session. Your attendance at St. Brigid's Counselling Service will be deemed as your acceptance of this Protocol
- On arrival at St. Brigid's please wait at the door. Your Counsellor will be expecting you and will meet you and lead you into the Centre. We would ask that you are on time and that if you cannot attend or are delayed that you telephone St. Brigid's on 051 375261
- A strict no hand shaking policy is in place in the Centre

- Your Counsellor will re-confirm that you are well, that you have not been in contact with someone who is unwell, and / or that you have not been advised to isolate
- We would ask that you bring as few as possible personal belongings into the Centre, however you may like to bring water and tissues
- On entry to the Centre you will be asked to use the hand sanitiser available at the entrance and reminded to maintain 2 meters social distancing
- Your Counsellor will be wearing a face covering and you are advised to take along your own face covering to wear
- To facilitate HSE Contact Tracing you will be required to sign in with your initials and a contact telephone number
- Your Counsellor will guide you directly to the Therapy Room which will be arranged so that there is at least 2 metres distance between the client and therapist.
- Please place any used tissues in the covered bin provided
- Exact payment should be placed in an envelope with your initials and left in the basket provided. Your Counsellor will provide a receipt.
- At the end of the therapy session your Counsellor will accompany you to the exit
- Please use hand sanitiser before exiting the Centre
- If you become unwell during your therapy session please inform your Counsellor immediately, and if you are well enough please leave the Centre immediately. You are advised not to travel by public transport
- If you are unable to leave immediately your Counsellor will direct you to the Isolation Room situated behind Reception where you can contact someone to collect you as soon as possible. While in the Isolation Room you must wear a face covering, sanitise your hands and place any used tissues in the covered bin provided
- A strict cleaning and hygiene protocol is in place throughout the Centre including regular cleaning and disinfection of all areas contacted by clients (surfaces, furniture etc.). The therapy room is cleaned between clients.

