



Talking to us can really help
Hounslow Youth Counselling Service

Updated: 5 2 24

HYCS' Guide to attending counselling sessions at the HYCS' Centre, Isleworth.

HYCS is committed to ensuring we offer a safe and secure environment for *all* of our users – this leaflet explains some of the measures we are taking to help to protect you.

About appointments – general guidance

• **Advance Booking** - All appointments at HYCS for face to face counselling need to be pre-arranged.
Health - how we can continue to promote our health and wellness at HYCS.

- **Feeling Unwell?** If you feel ill and experience symptoms, do consider when you might need to stay at home, so you can limit the risk to others and prioritise taking care of you. Your health and wellbeing - and the health of those around you comes first.



Attending your counselling appointment

- **Time** – try arriving as close to your actual appointment time as possible; we do not have a waiting room.
- **Hands** - please use the hand sanitiser at the entrance to HYCS.
- **Face** - you may wear a face mask if you feel safer to do so.
- **Space** - numbers in the HYCS' building are limited to enable safe, social distancing; if someone is bringing you to your appointment, please ask them to wait outside.
- You will be met by a member of the HYCS team who will show you into your counselling room.



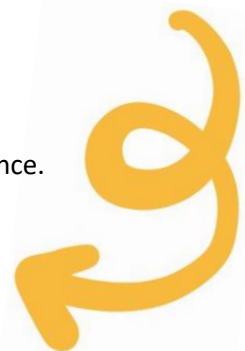
In the counselling room

- **Face** – you do not need to wear a face mask in the counselling room unless you prefer to continue wearing it.
- **Session length** - your counselling session will be for 50 minutes.
- **Safety** – if you need to sneeze or cough, please cover your face and use tissues if necessary.
- **Other** - the counsellor will talk to you about any other measures which need to be in place.



Amenities

- **Toilets** are situated on the ground floor if needed.
- The HYCS offices are situated on the **first floor** of the building.
Lift access is available if required, by arrangement - please just let us know in advance.
- **Getting Here** - for travel information, see our website for information.



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