



**Talking to us can really help**  
Hounslow Youth Counselling Service

## HYCS' COVID-19 safety measures - attending face to face counselling at the HYCS' Centre, Isleworth. (v Dec 20)

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 during the pandemic.

### About appointments – general guidance

- All appointments at HYCS for face to face counselling need to be pre-arranged and booked in advance.
- **Health** - Please **do not** attend a face to face appointment at HYCS if you or any of your household have any COVID 19 symptoms, have tested COVID positive or if you have been instructed to self-isolate. You can notify the HYCS' office if so and (if you are aged 13+) a telephone appointment can be arranged for you as an alternative if you wish.

### 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** - please wear a face mask in all public areas of the HYCS building including the corridor and stairwell.
- **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.

### On arrival, you will be met by a member of the HYCS' team

- **Hands** – they will ask you to use the hand sanitiser.
- **Face** – the member of staff will also be wearing a face mask.
- **Space** – please wait to be shown to your allocated counselling room.
- **Health check** – they may ask to take your temperature or to confirm you are fit to attend.
- **Test and trace** – if you have it, please scan the QR code for the NHS COVID-19 app; if not you may be asked leave your contact details to comply with government requirements. .

### In the counselling room

- **Face** – you can take off your face mask in the counselling room, unless you prefer to continue wearing it; if you would like your counsellor to continue wearing a mask in the room, please let them know.
- **Space** - you will be seated at least 2 metres from your counsellor. The room is aired between sessions.
- **Session length** - your counselling session will be for 45mins.
- **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.

### Leaving the counselling room

- Please leave promptly, ensuring you are wearing your mask and observing social distancing rules.
- Toilets are situated on the ground floor if needed - only one person at a time can use this facility.

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