



Talking to us can really help
Hounslow Youth Counselling Service

Updated: 9/5/2022

HYCS' COVID-19 safety measures for attending face to face counselling 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** - 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

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.
- **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 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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