

Community Counselling

Coronavirus [Covid-19] Action Plan

Contents	Page
Purpose of the Action Plan	2
Government Policy	2
Hybrid of blended delivery model	2
Remote counselling venues	3
Covid-19 Risk Assessment	3
Support for remote working	4
Open Door policy	4
Other sources of support	5
In case of illness	5
Supporting clients during Lockdowns	6
Covid-19 related forms	6
Risk Register	6
Annexes:	
1. Covid-19 Risk Assessment for Stanley Harrison House	7
2. Summary of Risk Assessment for CCL personnel	13
3. Risk Assessment for remote venues	15
4. Play and Creative Arts Therapy Risk Assessment	18
5. Stanley Harrison House Covid-19 Information Sheet	19
6. Play and Creative Arts Information Sheet	20
7. Play and Creative Arts Consent Form	21
8. Advice about talking to children about the pandemic	23
9. Hand washing poster	25
10. Social Distancing and face-covering poster	26
11. Confirmation of understanding and acceptance	27
12. Signposting Information	28
13. Covid-19 Critical Incident form	29
14. Covid-19 Waver form	30
15. Q&A	31

Purpose of this Action Plan⁴

1. The purpose of this plan is to ensure that Community Counselling [North Yorkshire] Limited [CCL] helps keep all staff, volunteers, sessional workers, suppliers, clients and visitors as safe as possible during the pandemic.
2. CCL will strive to offer a service to as many vulnerable clients as possible during the pandemic, whilst fulfilling its duty of care to its clients, to its personnel and to third parties and complying with its ethical and legal obligations, including the need to work safely and competently at all times.
3. In developing the Action Plan, CCL has taken in consideration advice from its professional body, the BACP¹, the Government², and has consulted partners such as the Office for the Police, Fire and Crime Commissioner [OPFCC].
4. CCL will publish the Action Plan – and any updates - on its website and also share it with partner organisations such as the OPFCC, NHS North Yorkshire Clinical Commissioning Group and Survive, North Yorkshire.

Government Policy

5. The UK Government has announced that, from 19 July 2021, England will move to Step 4 of the Covid-19 recovery roadmap. Everyone should be cautious whilst managing the risks as cases of COVID-19 remain high.

Hybrid or blended delivery model

6. Community Counselling [CCL] will continue to support CCL personnel to work remotely to reflect business and individual needs after 19th July 2021.
7. CCL will continue as a 'hybrid' service³ for the foreseeable future to address:
 - a. The individual personal circumstances of practitioners and clients
 - b. The rural [*rural deprivation*] nature of the area that we serve
 - c. The need for any further lockdowns;
8. CCL anticipates that admin and management staff will work a mixture of working from home/ in the office for the foreseeable future.

¹ British Association for Counselling and Psychotherapy

²The Government's response is set out at: <https://www.gov.uk/coronavirus>

³ offering a choice of face-to-face or remote services [via the telephone or online]

9. Admin/management will work in the office to ensure that CCL complies with the Lone Worker policy but will also need to work remotely part of the time to ensure social distancing, particularly as CCL has had to downsize the Admin office to reflect the change in its finances since the start of the pandemic.
10. When working remotely, CCL Admin staff will be able to access all emails, voicemail and text messages.
11. This 'hybrid' model will not affect the ability of personnel to get support from admin or management as appropriate.

Remote counselling venues

10. For all the other venues where CCL provides a service, it has produced a Covid-19 Risk Assessment (Remote Venues). However, where the host-venue has produced its own Covid-19 Risk Assessment this can be accepted (with a copy kept on the CCL Q drive) in lieu of the CCL Risk Assessment.
11. CCL personnel and clients must comply with the requirements of the relevant Risk Assessment in place at remote venues - as well as with the CCL Play & Creative Arts Therapy Risk Assessment where relevant.

CCL Covid-19 Risk Assessment

12. All personnel, clients and visitors to Stanley Harrison House are advised to observe social distancing measures, including wearing face coverings as set out in the Covid-19 Risk Assessment for Stanley Harrison House set out at [Annex 1](#). CCL will maintain a supply of disposable face masks to be issued to clients who forget to bring their own.
13. CCL will continue to provide a Covid-19 secure environment for its personnel, clients and visitors at Stanley Harrison House: for example, maintaining stocks of PPE equipment such as face coverings, hand sanitiser gel, and Perspex screens in the office and client rooms. It will also provide individual packs of tissues [and remove boxes of tissues] for each of the client rooms.
14. CCL will clearly mark a 2-metre space between chairs in client rooms.
15. **Perspex screens** have been provided for client rooms. Their use is not mandatory, but if the client or the practitioner want one, they **must be used**.
16. Counsellors should continue to keep client rooms well-ventilated by keeping windows open throughout client sessions.

17. The convector heaters which blow air around the room have been replaced with four oil-fired heaters – enough for each of the client rooms.
18. A summary sheet has been produced which provides the essential information to help keep everyone safe on a single A4 sheet - see [Annex 2](#).
19. CCL will continue to carry out **Risk Assessments** as follows:
 - a. Stanley Harrison House – see [Annex 1](#)
 - b. Remote Venues – see [Annex 3](#)
 - c. Play and Creative Arts Therapy – see [Annex 4](#)

Support for remote working

20. CCL will equip its personnel to be able to work remotely to reflect individual and business needs by providing:
 - a. ICT equipment e.g. laptops, and where appropriate, printers
 - b. Computer software e.g. Microsoft Teams and Office UC mobile app
 - c. Updated policies and procedures
 - d. Training in the use of ICT/software and new ways of working e.g. telephone counselling, online therapeutic support (essentially play and creative arts therapy for children) and online counselling
 - e. Regular updates about changes in service delivery e.g. via the CCL **Monthly Newsletter**.
21. As mentioned above, all CCL personnel have been provided with the means to be able to work from home, including a paid-for mobile phone app so that counsellors can call clients from their mobile phone or via a computer – the number appears as a Malton landline, rather than the counsellor's private number or Caller-ID withheld, thus protecting practitioner confidentiality.

'Open Door policy'

22. As part of regular line management support the Chief Officer will offer an '**Open Door**' policy so personnel can raise any concerns or queries during this time. The mobile number for **Stephen Robling** is **07584 253 561** and email address is chiefofficer@community-counselling.org.uk

23. Leave a voicemail if you cannot speak to him directly. Do not send a text due to the risk of it being overlooked. You may also speak to the Deputy Manager or to a member of the **Health & Safety Sub Committee**⁴

Other sources of support

24. Counsellors and therapists [*“practitioners”*] are reminded that they can also use their clinical supervisor for support, while CCL also offers mentoring support and a free-to-use EAP telephone counselling⁵ for staff (both admin and counsellin4g staff).
25. CCL will also facilitate a regular online peer support [via Microsoft Teams] as appropriate i.e. if there is a sufficient demand.
26. Other sources of help to support mental health of personnel:
- a. **Crisis Team 0800 051 6171**
 - b. **North Yorkshire Out of Hours Mental Health Helpline, 0333 0000 309** (free to mobiles)
 - c. Samaritans **116 123**
 - d. SANeline **0300 304 7000**, open 4.30pm – 10.30pm every day
27. Please see below link to article about how to protect your mental health during the crisis based on advice issued by the World Health Organisation [WHO]:
28. <https://www.bbc.co.uk/news/health-51873799>
29. Please refer to [Annex 1](#) below which gives advice about how to talk to children about their fears about Covid-19.

In case of illness

30. CCL personnel should not work if they feel unwell.
31. If any CCL personnel reports one of the three following symptoms:
- a. **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
 - b. **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

⁴ As at 30th October 2020, the membership comprises:

Stephen Robling, Craig Taylor, CCL Chair, Clare Mensah, Trustee and Helen Fairburn, Trustee.

⁵ Staff EAP telephone counselling helpline 03330 007 905 (open 24 hours per day, 365 days per year)

- c. **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
- d. Most people with coronavirus have at least 1 of these symptoms.
- e. Tell them to go home (if they are in the office) and use the [111 online coronavirus service](https://111.nhs.uk/covid-19) to check if they need medical help -
<https://111.nhs.uk/covid-19>
- f. If they do not have access to the internet, they should call 111.

- 32. All CCL personnel are encouraged to follow government advice for handwashing/avoid touching the face, avoid shaking hands and to wash hands prior to eating etc. whether on the premises or elsewhere.
- 33. Please see [Annex 9](#) below for poster advising people to wash their hands etc.
- 34. Please see [Annex 10](#) which shows the poster about observing social distance and wearing face-coverings whilst in the building.
- 35. CCL will ask clients not to attend F2F appointments if they feel unwell. This message will be reinforced with posters put up in the building/client rooms.

Supporting clients unable to access remote support during Lockdowns

- 36. In the event of any future Lockdowns, CCL will keep in touch with clients who are on hold for f2f client sessions to resume on a regular basis, including to provide signposting information, remind clients about the remote offer and close the case as appropriate.
- 37. See [Annex 12](#) below for signposting information for clients who are unable to access CCL's services during periods of lockdown.

Covid-19 related forms

- 38. An **Information Sheet** has been produced for clients visiting SHH – [Annex 6](#)
- 39. A **PCAT Information Sheet** – [Annex 7](#) - has been developed for parents/carers of clients accessing Play & Creative Arts Therapy services.
- 40. A **PCAT parental consent form** has been created – see [Annex 8](#) below.
- 41. The **Covid-19 Critical Incident form** is set out at [Annex 13](#) below.
- 42. The **Covid-19 Waiver form** is attached at [Annex 14](#) below.

Risk Register

- 43. The Chief Officer will maintain a risk register to record the steps which have been taken under this Action Plan to minimise the risk of infection.

[44. CCL Covid-19 Risk Assessment log v070820](#)

Q&A

- 45.** Part of this Action Plan will be a **Q&A** – see [Annex 15](#)- which will be maintained and updated on a regular basis by the CCL Chief Officer.

Annex 1: Risk Assessment for Stanley Harrison House

Risk Assessment: protecting Community Counselling (North Yorkshire) Limited [CCL] personnel, clients and visitors from Covid-19 when working in or attending Stanley Harrison House [SHH]

What the Guidance requires	CCLs Response
<p>The aim of the Risk Assessment is to protect everyone from harm.</p> <p>CCL must take all reasonable steps to protect its personnel, clients and visitors from Coronavirus.</p> <p>The Risk Assessment is divided into different sections:</p>	<p>CCL is committed to ensuring the safety of all personnel, clients and visitors at all times when they work at or attend SHH, or any other premises used by CCL.</p> <p>The measures set out below explain how we intend to ensure we keep everybody as safe as possible at SHH throughout the pandemic, including after the end of the Lockdown in England on 19th July 2021.</p> <p>CCL has produced a separate Risk Assessment to be used at all other venues where CCL provides a service as well as a Play and Creative Arts Therapy [PCAT] Covid-19 Risk Assessment.</p>
<p>Identify what work activity or situations may enable transition of the virus.</p>	<p>CCL will continue to use a 'hybrid' delivery model i.e. a mixture of face-to-face and remote working to reflect individual and business needs.</p> <p>CCL has secured funding to provide both administration and counselling personnel with equipment, such as laptops and printers to enable them to work efficiently and effectively from home.</p> <p>Regular communications are sent to all CCL personnel via Microsoft Teams/e-mail to ensure that they are kept informed of current issues and remain connected to CCL.</p> <p>CCL has produced an Information Sheet for clients telling them what to expect when they visit the building, including advice to continue to observe social distancing measures and to wear face coverings if less than 2-metres apart [or unless the client is less than 11-years of age or has a reason why they cannot wear a face covering].</p> <p>The information Sheet also makes clear that clients, including children under 18 cannot be accompanied by a supporter, including a</p>

What the Guidance requires	CCLs Response
	<p>parent/carer. The only visitors permitted, therefore, are suppliers carrying out essential tasks in which case social distancing measures must be employed at all times.</p> <p>CCL has provided PPE for use in the admin office and the client rooms such as Perspex screens, oil-fired radiators, hand sanitiser gel, wipes and face masks and checks supplies on a regular basis.</p>
Who could be at Risk?	<p>CCL personnel, clients and visitors accessing any of part of CCL's estate could be placed at risk. The trustees have decided the following: As at 19th July 2021 and until further notice:</p> <p>CCL will offer face-to-face [F2F] client sessions subject to the Covid-19 Risk Assessment and practitioner choice at its main hub</p> <p>Only one practitioner should work in each client room (including the Children's Therapy Room) on any given day.</p> <p>Practitioners should remain in their rooms except to:</p> <ul style="list-style-type: none"> - Collect their clients; - Access to the toilet; - Access the kitchen; and - Collect room/bollard keys. <p>Unless there is no Admin cover e.g. out of hours (Thursday evenings/Saturday Mornings).</p> <p>Where practitioners need to access the office, this must be negotiated to ensure no more than two people are in the office, safe distancing, at any point in time. The Admin team have the right to refuse access for any reason, including no reason.</p>
Make an assessment of how likely it is that somebody could be exposed.	<p>In order to ensure the safety, CCL will monitor movements of its personnel and of clients via the CRM to ensure if there is a need for someone to isolate themselves, CCL is able to contact people deemed to be at risk as necessary.</p>

What the Guidance requires	CCLs Response
	<p>We will contact any practitioner who has seen a client we know to be infected, or a client who has seen a practitioner now known to be infected.</p>
<p>Act to remove the risk if possible:</p> <p>If removal of risk is not possible, look to mitigate the risk.</p>	<p>Travelling to work: Personnel are encouraged to travel alone in their car or to walk or cycle if possible.</p> <p>Sanitisation: Handwashing gel will be provided in the office, the entrance to the building and in the client rooms. Everybody will be encouraged to wash/ sanitise their hands regularly. Hands need to be dried using disposable paper towels.</p> <p>Waste-paper receptacles and a supply of bin liners are provided in all rooms.</p> <p>All ‘touch-points’ such as door- handles in the client rooms need to be wiped down before in between each client session. Anti-bacterial spray is provided for the fabric chair covers.</p> <p>Food and Drink: Clients are encouraged to bring their own tissues and water [sealed packs of tissues are provided in the rooms if clients forget to bring their own].</p> <p>Boxes of tissues must not be used.</p> <p>Counsellors need to use a single (identifiable) mug, that is not shared with anybody else.</p> <p>Counsellors are encouraged to bring food from home in a sealed container and their own crockery and cutlery.</p> <p>Social Distancing: Marking on the floor in the office and clients rooms indicate safe 2-metre squares.</p> <p>Admin staff will work either side by side or in different parts of the office. Staff will not work facing one another unless divided by a screen.</p>

What the Guidance requires	CCLs Response
	<p>As mentioned above there should be no more than two people in the office at any time.</p> <p>Where possible we will create physical barriers between people.</p> <p>Windows should be kept open at all times to ensure ventilation – including the client rooms.</p> <p>Staff need to take breaks at staggered times to reduce the opportunities for physical contact with others.</p> <p>Cleaning: All surfaces that may have been touched by clients or practitioners must be cleaned after each session.</p> <p>CCL aims to have the office and the client rooms professionally cleaned on weekly basis but all personnel are responsible for ensuring their work areas, including client rooms are cleaned on a regular i.e. daily basis.</p> <p>Moving around: Personnel are asked to make only essential trips within buildings. They will be required to observe social distancing as much as is possible.</p> <p>Common Areas: The common areas at Stanley Harrison House are the kitchen, waiting area and the toilets.</p> <p>Toilets: Two toilets have been designated for staff use (1 male/1 female) and one toilet for clients/visitors. This will ensure fewer people are using each toilet. The toilets will be cleaned daily by the contracted cleaner.</p> <p>There will be signage in the toilets – and other areas - reminding people to wash their hands.</p> <p>Kitchen: Only one person to be in the kitchen at one time.</p>

What the Guidance requires	CCLs Response
	<p>The surfaces and utensils used by personnel e.g. the kettle, the microwave, counter tops etc. should be cleaned before and after use.</p> <p>The dish washer should not be used.</p> <p>Waiting area: Due to the small size of the waiting area it is not possible to have more than one person sat there at any time. Clients will be informed that they need to be punctual for their appointments and that the counsellor will take them directly to the client room. No one is allowed to accompany the client on entering the building. Parents/carers must collect children outside at the end of the session.</p> <p>Signs: Signs will be placed in the areas of the building being used to remind staff and clients of necessary measures.</p> <p>Signs have also been displayed reminding counsellors not to enter the Admin office plus a Q Reader poster has been displayed at the entrance to the building.</p> <p>Face Coverings: All personnel, clients and visitors are requested to wear a face covering (mask or visor) the whole time they are in the building unless:</p> <ul style="list-style-type: none"> - The counsellor is in the client room on their own; - The counsellor and the client are sat 2 metres apart; - Perspex screens are provided for each client room [two fixed and two mobile screens] Their use is advised but not mandatory. - If either party wants to use a screen, it must be used. For example, a client cannot insist on no screen, if that makes the practitioner feel unsafe;

What the Guidance requires	CCLs Response
	<ul style="list-style-type: none"> - Admin staff are sat 2 metres apart [with a screen between them if sat facing each other] and everyone is in agreement - Children under the age of 11 are exempt; - Clients of any age who are unable to wear a face covering [we ask that clients inform us in advance of the first appointment, so any concerns on the part of the therapist can be addressed before the first appointment]. <p>In the event of illness: If anybody becomes unwell, displaying possible signs of the virus in the workplace, they will be sent home and advised to follow the stay at home guidance.</p> <p>Posters will be displayed around the building reminding everybody of what the symptoms of the virus are and the action they need to take if they think they may be infected.</p> <p>If CCL is advised that somebody who has accessed the building has become unwell, the CCL management team will contact the Public Health Department of the Local Authority or NHS 111 to discuss the case and received and disseminate any advice or precautions that need to be taken.</p>

Reference Documents:

- 1) Working safely during corona virus:

Staying Covid-19 Secure in 2020-steps and overview for employers: An overview of UK government advice with suggested measures.

2648 Group.co.uk 27/5/2020.

- 2) Working safely during the corona virus outbreak-a short guide: HSE05/20202.
- 3) Selby District AVS Community House: Covid-19 Risk Management.

Annexe 2: Summary of Covid-19 Risk Assessment for CCL Personnel

CCL continues to support remote working for all personnel (wherever possible) during the pandemic. In the event of subsequent Lockdowns, CCL will not provide F2F client sessions - unless it can ensure that this can be done safely and ethically.

All personnel have an individual responsibility to work with others to help reduce the spread of the virus at work, and to take reasonable care of themselves and others. All personnel must follow the safety guidelines in the CCL Covid-19 Risk Management Policy, including the Risk Assessments, as well Government regulations. If you are unsure about any aspect of the safety guidelines, or how to follow them, you must seek advice from the Chief Officer or a member of the Health & Safety Sub Committee of the CCL Board of Trustees.

Please remember to⁶:

- practise social distancing wherever possible (minimum 2 metres apart);
- use the hand sanitiser gel on entering the building; and regularly wash your hands with soap and water for 20 seconds or use hand sanitiser gel;
- wash or sanitise hands before putting face covering on, and before and after removing it;
- when wearing a face covering, avoid touching your face or face covering^{7*}, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it; change and wash your face covering daily (or dispose of following instructions for non-reusable coverings)

The CCL Board of Trustees has also determined that:

- Except for children under 11, and clients who are unable to wear them, all CCL personnel, clients and visitors are advised to wear face coverings at all times in communal areas, and at other (remote) venues used by other people (always follow Health & Safety guidance for the specific site) to protect the wellbeing of others;
- Occupancy of rooms is restricted to maintain social distancing,
 - Admin Office - maximum of 2 people (please contact the Admin team if you need to access the office). Admin will work a mixture of in the office and remotely;
 - Client Rooms – maximum of 1 CCL personnel per day plus 1 client at a time;
 - Other rooms e.g. Stationmasters Room or the former CaVCA office [e.g. for Induction/training if this cannot be provided online] no set limit but social distancing must be observed i.e. minimum of 2 meters apart/windows open for ventilation.
- Rooms must be ventilated when in use (by opening the window, **not using a fan**);
- Electric fan heaters must not be used in - oil fired radiators are provided);

Use of technology will be promoted to avoid face to face meetings between personnel (including trustees) and to ensure effective and timely communication is maintained.

⁶ taken from: <https://bit.ly/2HXqwKE>

⁷ Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound.

Annex 3: Risk Assessment for remote venues

[to be updated week commencing 19th July 2021]

Name of Counsellor conducting Risk Assessment:	
Date of Risk Assessment:	
Name and address of venue:	
Type of venue e.g. council-run building, counsellor's private practice (in own home), privately operated venue	
If working in premises other than a CCL location or your Private Practice, please attach a copy of the host organisation's Risk Assessment.	

The aim of the Risk assessment is to keep everybody, the client and the counsellor safe:

Please complete a Risk assessment for each location in which you work:

Key Area:	Detail
<p>Prior to the appointment:</p>	<p>Ensure the client is made aware that they are to arrive at the time of their appointment. Ideally the counsellor will meet the client at the front door and escort them directly to the counselling room.</p> <p>Avoid having clients in the waiting area at any time. If this is not possible, ensure chairs are placed at a safe distance from one another i.e. a minimum of two metres apart.</p> <p>Clients, including children should enter the building on their own. Parents/carers will need to return at the end of the session to collect the child at the front door.</p> <p>You may wish to ask clients to wear a mask whilst they are in public areas of the building.</p> <p>You may wish to consider offering shorter sessions, rather than an hour to allow for cleaning between sessions.</p> <p>Any client who is feeling unwell needs to cancel their session.</p>

Key Area:	Detail
Accessing and Leaving the Counselling Room:	<p>Think about the route the client will take to access the counselling room.</p> <p>Ensure there is an opportunity for the client/ counsellor to sanitise or wash their hands.</p> <p>Ensure the client comes into contact with as few surfaces and handles as possible.</p> <p>Think about the route the client will take to exit the counselling room and the building: Escort the client out of the premises.</p>
Sanitisation:	<p>Sanitisation equipment needs to be available at different accessible points on the client's route.</p> <p>Ensure both the client and the counsellor sanitise their hands before and after the session.</p> <p>After the session all hard surfaces the client could have come into contact with, will need to be wiped down with disinfectant or sanitisation fluid.</p>
Drink/tissues:	<p>Clients need to be encouraged to bring their own drinks and tissues.</p> <p>Sealed tissues and disposable glasses need to be used for clients in the counselling room.</p> <p>Clients need to dispose of any items they have used such as tissues/disposable glasses in a bin that needs to be provided in the room.</p>
Safe Distancing:	<p>Ensure the chairs used by both the counsellor and the client are spaced at least 2 metres apart from one another.</p> <p>Ideally there should be tape on the floor to provide visual reassurance that the chairs are safe distanced.</p> <p>Offset the chairs, to ensure the counsellor and the client are not directly facing one another if possible.</p> <p>Ensure there is an open window in the room, for ventilation and air circulation.</p>
Masks:	<p><i>This is an area for each counsellor to use their own judgement. It depends on what you need to do to feel safe.</i></p>

Key Area:	Detail
	<p>If the chairs are placed at a safe distance, off set and there is ventilation in the room there should be minimal risk of contamination.</p> <p>However, if you feel safer wearing a mask and require your clients to wear a mask, you will need to provide your own mask and ensure the client brings a mask with them. Clients will need to be informed prior to the session.</p> <p>All counsellors are required to comply with the most recent government guidance.</p>
Toilets:	<p>Make sure you are clear about which toilet in any venue is to be used by clients.</p> <p>Any hand towels need to be replaced between each client. It is suggested paper hand towels are used and disposed of safely.</p> <p>Any surfaces touched by the client will need to be cleaned between clients.</p>
Contact Details:	<p>Make sure you have current up to date contact information for each client. Remind clients that if they become ill following a session it is important, they let us know, so that we can take any necessary steps.</p>
What to do if there is an incident:	<p>If either you or a client develops symptoms of Corvid 19. Please contact either the Chief Officer, the Deputy Chief Officer or a member of the Administration Team as soon as possible.</p> <p>We will ensure you receive the necessary support and will take the appropriate next steps.</p>
Additional Notes:	

Practitioner Signature:

Chief Officer.....

Annex 4: Play & Creative Arts Therapy Risk Assessment

[In the process of being updated]



PCAT Resources
and Activities Risk A

Annex 5: Stanley Harrison House (Covid-19): Information Sheet

Community Counselling (North Yorkshire) Limited operates a hybrid delivery model [a mixture of remote (telephone/online) and face-to-face (f2f) appointments] to reflect the challenges posed by the Covid-19 pandemic and the rural nature of our area of benefit. Please see below the guidance for clients accessing the therapy rooms situated at Stanley Harrison House, Malton. If you have any questions or concerns about these instructions please contact us using the details [below].

1. Clients are asked to be on time for appointments. If you arrive more than five minutes early for your appointment, there may not be anyone to let you in as the counsellor may be in another session, and there may be no admin cover.
2. Clients are requested to bring their own water/tissues if required.
3. The counsellor will take you directly to the room. Unfortunately, it is not possible to provide social distancing in the waiting area due to lack of space.
4. No one else can enter the building with you [this is the case for children and young people as well as for adult clients].
5. Clients are asked to use the hand-sanitiser gel at the entrance to the building. Hand-sanitiser gel is also provided in the client rooms and in the lavatories. All surfaces which may have been touched such as door knobs, tables, and chairs, will be cleaned by the counsellor in between each client session.
6. Clients are requested to use the toilet designated for their use.
7. Clients are asked to observe social distancing measures, including wearing a face covering when they visit the building. This should be worn the whole time you are in the building except when you are sat down in the client room. CCL can provide a disposable face-mask if you forget to bring one with you.
8. The chairs in the client rooms will be spaced 2 metres apart.
9. Perspex screens are also provided for your protection but are not mandatory.
10. Children under the age of 11 are not asked to wear face coverings.
11. We ask clients [aged 11 and over] who are unable to wear face coverings to notify us in advance so that any access issues can be addressed.
12. Please do not attend your appointment if you are unwell.
13. If you become unwell during the session, you will be asked to go home and to follow the government's stay at home guidance.

Annex 6: Play and Creative Arts Therapy Information Sheet

[In the process of being updated]

The aim of this information sheet is to help parents and carers prepare their child for what to expect when attending Play Therapy sessions at Stanley Harrison House, Malton or any other Community Counselling venue during the Covid-19 pandemic.

Social Distancing requirements

Due to the nature of Play and Creative Arts Therapy, it is not possible to maintain a 2 metre distance between the therapist and the child. To comply with social distancing requirements, children aged 11 and over plus the therapist must **wear a face coverings at all times** when in the building. Other measures include: hand sanitising, good respiratory hygiene and reduced access to play materials compared to normal.

We appreciate that for some children such measures may not be possible (due to pre-existing medical conditions) or that they may cause distress. We also offer online therapeutic support (essentially online play therapy) as an alternative means of access.

Deep cleaning

We wish to assure you that every reasonable effort is made to reduce the risk of transmission. The therapist can explain the cleaning methods used before the first appointment on request. Please contact our Admin team using the contact details below if you would like to speak to the therapist. However, risks can only be minimised: we cannot guarantee that the premises will be clear of all possible contaminants.

Local lockdowns

The imposition of a local “lockdowns”, therapist/counsellor/client/supporter self-isolation or quarantine requirements may interrupt the planned sessions, in which case will can defer the face-to-face sessions or offer online therapeutic support as an alternative.

In the event that you, your child or another member of your household develop symptoms of Covid-19 prior to the session, please contact the Admin team (again using the contact details below) and stay at home and seek further advice from NHS111.

Consent form

Finally, please complete, sign and return the enclosed consent form as soon as possible and ideally 48 hours prior to the initial appointment.

Annex 7: PCAT Parental Consent form

[In the process of being updated]

Play and Creative Arts Therapy during the Covid-19 pandemic

Parental/Carer Consent form

I understand that any information, or personal details collected about me, my child or family during therapy are confidential, and that my name, address, or any other information that identifies me, my child or family will not be released or published outside your organisation.

(During the course of therapy, we will be recording information about your child but we will not reveal

Child's name:

your child's name and address in any information we share with anyone else, unless it is for the purposes of safeguarding or legal reasons. We use all information in line with the latest data protection legislation including the GDPR. Please ask us if you would like details of the information that we collect and how we use it).

I agree that my child can attend face-to-face play and creative arts therapy sessions.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
I understand that I have the right to ask therapist about the details of the risk assessment in place for therapy sessions during the pandemic prior to the start of therapy and that the therapist will update me of any changes to this risk assessment in-line with government advice.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
I agree that, where social distancing measures cannot be implemented during the therapy sessions, my child will use PPE equipment i.e. a face covering <i>[does not apply to children under the age of 11 or a child of any age where there is a reason why they cannot wear face coverings]</i> .	Yes <input type="checkbox"/>	No <input type="checkbox"/>
I would prefer my child not to /my child is not able to use PPE equipment but understand that they may be offered online sessions as an alternative.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
I agree to the therapist using PPE equipment such as a face covering/visor when working with my child	Yes <input type="checkbox"/>	No <input type="checkbox"/>

<p>I agree that in the event the therapists or a close family member contracts Covid-19, confidentiality will not be able to be fully maintained and my child's details, due to Track and Trace measures the Government have put in place, will be shared with the appropriate agencies. (The therapist has a duty to inform you immediately if this occurs)</p>	<p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p>
<p>Parent/carer's signature:</p>	<p>Date:</p>	
<p>Please print your full name:</p>		

Annex 8: Advice about talking to children about their fears

[source: *The Guardian newspaper*]

- Choose a safe space and time of day when you can give them your full attention and you aren't tired, stressed, hungry or rushed. Sometimes chatting side by side (while watching something together or driving) can work better than face to face. Things can seem bigger and more daunting at night, so offer reassurance if questions arise at this time, and plan to resume the conversation in daylight hours.
- For younger children particularly, offer (but don't insist) on physical comfort – allow them to set the terms.
- Start by checking in with an open question about what they know and how they are feeling about the topic.
- Validate their fears and concerns, gently offer facts to counter any misconceptions they have (particularly on the level of risk) and explain where your information has come from.
- Let them lead the conversation; anticipate difficult questions but don't prompt these, or overload them with information.
- Don't make promises you can't keep or close the conversation; let them know that they can ask more questions later at any time.
- Set a calm, reassuring tone.
- Have these conversations sooner rather than later, so that you are your child's trusted source of information.
- Be honest but maintain appropriate boundaries; reassure your child that you are OK and have support from others so they don't feel responsible for or worry about you.
- Let them know, if you seem stressed or upset, that you will feel better again soon and that emotional states are transient.

- Keep it simple and factual and focus on positive messages.
- Reassure your child that most people only get a mild illness and fully recover within a few weeks; that children very rarely get sick and when they do it is usually just like a cold; that pets are not affected. Describe what the main symptoms are and encourage them to let you know if they feel unwell.
- Explain all the hard work that is happening here to protect them, all the doctors and nurses who are here to help us, that we have good hospitals and medicines, highlight how everyone across the world is working together to look after each other, to find vaccines and treatments. If they are concerned about grandparents or others, validate this as a sign of how caring and loving they are and focus on positive messages about the medical care and support available.
- Use the discussion as an opportunity to explore and learn about new things together – for example, how our bodies fight off viruses and that different symptoms of sickness are a sign we are working to get well; or how viruses make us sick and the things we can do to reduce our risk.

- Encourage self-efficacy by talking about and involving your children in planning and preparedness at home and take this opportunity to set new routines. This could be about hand hygiene, coughing etiquette, not touching your face, an elbow or foot tap instead of handshake (there are some really funny videos online and it will be a fun activity to practice), or stocking up on supplies in case you need to spend a little longer than normal at home.
- In anticipation of disruptions or changes to routine, flag and explain new practices and daily rhythms to reassure. For younger children, this can involve visual cues.
- Assign them jobs and roles, and ways they can look after themselves – it will build resilience and give them a sense of control and agency.
- Give them a frame of reference that they can understand drawing on their past experience, for what the sickness might be like (a cold), or quarantine (school holidays) and how long it will go for.
- Explain that this virus isn't specific to one country or group of people, and strategise with them how to be a good bystander and speak up in the face of racism or prejudice.

Advertisement

- Amy Coopes is a Croakey editor, journalist and medical student

[to be displayed in CCL Office]

Coronavirus [Covid-19]

We wish to remind you of the importance of washing your hands more often, especially:

- when you get to work or arrive home
- after you blow your nose, cough or sneeze
- before you eat or handle food

You should wash your hands for 20 seconds, using soap and water or hand sanitiser. We suggest singing 'Happy Birthday to you' twice over as this roughly approximates to 20 seconds.

Covid-19: Social Distancing Measures

Community Counselling will continue to provide a Covid-19 secure environment for everyone visiting the building after the Lockdown ends[19/07/21].

We keep stocks of PPE equipment e.g. face coverings, hand sanitiser gel, and Perspex screens in the office and client rooms. We also provide individual packs of tissues in all of the client rooms.

Clients are requested to observe social distancing measures, including wearing face coverings in the public spaces and when less than 2-metres from someone else during their visit. We will be happy to provide disposable face coverings on request.

Stephen Robling, Chief Officer, Community Counselling, 15th July 2021

Annex 11: Confirmation of understanding & acceptance

[to be updated]



- Confirmation of understanding and acceptance

- Please note: this document will be kept as part of the Community Counselling personnel file for the individual employee/volunteer who has signed below:

- I confirm that I have read and understood the following policy/procedure(s):

- **CCL Covid-19 Risk Management Policy version dated 11/11/20**

- And that I agree to comply with the policy/procedures (detailed) above and understand that failure to do so might lead to a disciplinary procedure.

- Name [please print]:

- Signature:

- Date:

Annex 12: Signposting information for vulnerable clients

[to be updated]

Due to the Lockdown which started 5th November 2020, Community Counselling is limited to providing services remotely (either via the 'phone or online) though it is also considering whether it can provide a limited therapeutic service face-to-face [f2f] to some vulnerable clients. As our services are reduced, we wish to make you aware of other sources of support and information during this time including:

- GP surgery – if calling out of hours, you will be signposted to emergency support

In case of an emergency please visit your local A&E or contact:

- **Crisis Resolution & Home Treatment team**
24 hours a day, seven days a week **0800 0516171**
- **NHS out of hours service**
Tel: **111**
- **North Yorks Out of Hours Mental Health Helpline**
0333 0000 309 (free to mobiles)
- **Samaritans**
116 123
- **SANeline** open 4.30pm – 10.30pm every day
0300 304 7000
- 24-hour **National Domestic Violence Freephone Helpline**
0808 2000 247
- [For men] **CALM**⁸ open 5pm to midnight
0800 585858

For children and young people:

- **Kooth** free online counselling service for young people (up to 18) <https://www.kooth.com/>
- **Young Minds**
- Text YM to **85258**
- **HopelineUK**⁹ supports young people (up to 35), and people who are worried about a young person, who may be thinking of suicide. Available 9 am to 12 am daily
0800 0684141 or email pat@papyrus-uk.org or text **07860039967**
- **The Haven** out of hours mental health support for anyone 16 or over in York and Selby. Open Monday to Friday 6pm-11pm and Saturday-Sunday 12pm -10pm:
07483 141 310, 07483 141 307, 07483 141 303, 07483 303061, 07484 061695, 07483 982722, 07484 06167
- The Mix website also provides helpful information for young people and carers for young people: <https://www.themix.org.uk/>

⁸ Campaign against living miserably

⁹ Also provide useful resources on website: <https://papyrus-uk.org/>

Annex 13: Covid-19 Critical Incident Form

The purpose of this form is for CCL personnel to document any concerns about how the CCL Covid-19 Risk Management Policy, including the Risk Assessments are being implemented, including and especially, any actions by colleagues, clients or third parties which may potentially threaten the safety of the working environment.

All the information provided in this form, including your identity, will remain confidential unless you give consent for your identity to be disclosed. You can complete this form anonymously, but it may be helpful if you self-identify so that we can gather any additional information required to investigate the matter.

Information will be shared on an anonymous basis for the purposes of an investigation, reporting and taking steps to put any matters right.

Please send the completed form to: chiefofficer@ccnyl.org.uk

Your name (optional)	
Details of the concern, including date of incident	
Who or what is the concern about?	
Date of report	Click or tap to enter a date.
Name of CCL manager	
Date received	Click or tap to enter a date.
Result of investigation	
Reporting action	
Details of steps taken to resolve issue	
Recorded on Risk Log	Choose an item.
Date incident closed	Click or tap to enter a date.

Annex 14: Waiver form

For use by any CCL personnel providing face-to-face client services during the pandemic

I the undersigned understand the risks of providing face to face [f2f] counselling/play and creative arts therapy/EMDR treatment/other therapeutic support during the Covid-19 pandemic, including during periods of Government imposed Lockdown.

I further understand that Community Counselling [North Yorkshire] Limited has taken reasonable steps to minimise the risk of Covid-19 transmission to its personnel, clients and visitors during the pandemic but that there are still risks nonetheless.

I confirm that I accept these risks and have taken the decision to provide f2f client sessions subject to the workings of the CCL Covid-19 Risk Management Policy, including the Coronavirus Action Plan and the different Risk Assessments on my own cognisance of these risks and of my own free will.

Name: Click or tap here to enter text.

Date: Click or tap to enter a date.

Signature:

Please send the completed form to:

chiefofficer@ccnyl.org.uk

For CCL

I confirm that a record of this form has been put on the personnel file.

Name: Click or tap here to enter text.

Date: Click or tap to enter a date.

Signature:

Annex 15: Q and A:

Q: I'm concerned about my personal safety when the Lockdown ends on 19th July – it feels more like a 'free-for-all', rather than 'Freedom Day'. What is CCL doing to support personnel who are worried about the risk to their health?

A: CCL will continue to support personnel to work remotely as well as making the working environment as safe as policy, given that clients will no longer be required to wear face coverings after 19th July. CCL will advise everyone attending Stanley Stanley Harrison House, including CCL personnel, to observe social distancing measures whilst in the building and to make effective use of the PPE kit provided.