

Counselling Service Safety Protocol for In-Person Appointments

When you attend your appointment in person

- When you arrive check in with Reception and take a seat in the Waiting Room;
- All service forms will be emailed to you in advance of your appointment;
- If you have not completed your forms you will be required to do so before your appointment;
- Unless otherwise advised you are not required to wear a mask or face shield;
- If you wish to wear a mask during your session you are free to do so;
- Follow on appointments will be booked at the end of your session at Reception.

Safety Measures

- If you are feeling unwell on the day of your appointment please do not attend the appointment in-person but opt to take a phone consultation or online session in its place;
- If you have a cold, cough, temperature or **any** flu-like symptoms please **do not** attend in person;
- Please ring Reception to reschedule your appointment for when you are feeling better or if able opt to have a phone or video call instead;
- Your counsellor will notify you in advance if they are unable to facilitate your session;
- In keeping with good hygiene precautions the counselling room will be ventilated after each session to ensure your safety and ours;
- Please sanitise your hands before your session, and on your way out. Hand sanitisers are available in the Counselling Service foyer;
- Bathroom facilities are available on the floor and on the ground floor of the building;
- If you, any member of your family or close contact group have shown signs of Covid-19 please do not attend your appointment in person but opt for a phone or video consultation instead;
- Please check the University's Covid-19 policy [here](#).

Phone Consultation Protocol

If you are availing of an online or phone consultation, please see separate protocol [here](#).

*Thank you for reading this protocol and adhering to the guidelines.
We will endeavour to ensure your safety in all our face to face contact with you.*