



## **KEEPING YOU SAFE – GUIDELINES FOR CLIENTS**

As we reopen the centre on Tuesday 2nd June, we wanted to inform you of the changes that are taking place to ensure the wellbeing and safety of staff, volunteer counsellors and clients. As part of our new health and safety procedures, it is important that we all take the necessary precautionary steps to ensure our own health and wellbeing as well as ensuring the health and wellbeing of those around us. In these challenging times we now are following a new normal which will require some adjustment from us all.

### **THE CENTRE**

Each room in the centre as well as kitchen and bathrooms have been thoroughly cleaned and sanitized. All counselling rooms will be cleaned each day. Here is what will be in place in the centre to maximise your wellbeing and also a set of guidelines which we ask you to adhere to in the interest of safety for everyone.

- As you enter Living Life a hand sanitizing station will be in the hallway, please use this station both on their way into the centre and on their exit.
- All surfaces will have been sanitized each morning before your arrival, door handles, light switches, handrails, stairway and will also be cleaned periodically throughout the day
- All counselling rooms will have a supply of hand sanitizers and antibacterial surface wipes
- Bathrooms will have a supply of antibacterial spray and hand wash please spray and clean before and after use

### **HOW YOU CAN HELP**

Do **NOT** attend for your appointment if:

- You have *symptoms* of COVID-19
  - A cough
  - Shortness of Breath
  - Breathing Difficulties
  - Fever/high Temperature
- You have been diagnosed with COVID-19 or a suspected COVID-19 infection in the last 14 days
- You have been advised by a doctor to self-isolate at this time
- Individuals with underlying health conditions who are more susceptible to the virus please consult with your Gp/HSE and follow guidelines
- You have been in close contact with a person diagnosed with COVID-19 or suspected COVID-19 infection in the last 14 days.

Please contact the centre as soon as possible to cancel/reschedule. Ensure that you inform us that you are or suspect you may be suffering from COVID-19. Do not attend further sessions until all symptoms have cleared following self-isolation.

All clients are asked to observe the following HSE guidelines. There are three main areas which require your vigilance in the prevention of spreading Covid-19, hand hygiene, respiratory hygiene and social distancing.

### **HAND HYGIENE**

- Ensure you are familiar with and follow hand hygiene and advice
- Wash hands with soap and water or alcohol-based rub regularly and in particular –
  - After coughing and sneezing
  - Before and after eating / before and after preparing food
  - If in contact with someone who is displaying any COVID-19 symptoms
  - Before and after being on public transport (if using it)
  - Before and after being in a crowd

- When arriving and leaving the centre
- Before having a cigarette or vaping
- When hands are dirty
- After toilet use
- Avoid touching eyes, mouth or nose
- Avoid sharing objects that touch the mouth
- Use your own pen
- Bring your own keep cup or water bottle

#### **RESPIRATORY HYGIENE**

- Adopt good respiratory hygiene and cough etiquette
- Cover your cough or sneeze with a tissue, sneeze or cough into your elbow, not your hands. Throw the tissue in the bins provided.
- Immediately wash your hands or use alcohol based rub (sanitizer).
- Masks are not mandated however you may choose to wear one while attending the centre.

#### **PHYSICAL DISTANCING**

- Adhere to the No Hand Shaking policy
- Maintain physical distances of 2 metres
- Please do not arrive earlier than your scheduled appointment as a waiting area is not available.
- If masks are worn, they should be clean, they should not be shared or handled by other colleagues.

#### **DONATIONS**

- We ask that you bring your exact donation as no change will be available.
- Contactless payment is available by phoning the centre before/after your session.
- Donations can also be made through the website via Paypal

#### **AFTER YOUR APPOINTMENT**

- Leave the centre as soon as your session has ended.
- Maintain physical distance.
- Wash your hands in the facilities provided as you exit.

If you develop symptoms of the virus during your time in the centre please inform your counsellor, obtain a face mask, exit the building, contact your GP, self-isolate and do not return to the centre until it is safe to do so.

**HSE guidelines on Covid-19 can be found at [hse.ie](https://www.hse.ie) or [gov.ie](https://www.gov.ie)**