**Office Use:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Therapist:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In compliance with the Government and public health advice our centre has re-opened its physical doors to support the mental health and wellbeing of our clients and assist in the national efforts towards healing and recovery.

To ensure the safety of our therapists and our clients we are implementing ‘The Return to Work Safely’ guidelines. Please be advised that this is a living document and will be subject to regular review in the context of the current Covid-19 situation in Ireland.

If you would like to continue to avail of our services on a face to face basis we ask you to adhere to the following guidelines.

**Health screening prior to attendance:**

* We advise clients who currently have any symptoms - cough, temperature, or shortness of breath not to attend their counselling session until symptoms have ceased and remain symptom free for 14 days.
* If clients have returned from travel from anywhere outside of Ireland they need to have been in isolation for 14 days before attending their next therapy appointment.
* If anyone in the client’s household is showing symptoms of the virus or is self-isolating, we are asking our clients not to attend until the person has been tested. In the event that they are tested positive please do not attend until the household member has recovered and ceased their isolation period.
* Therapists will contact clients in the event that they themselves have contracted the virus or have been in close contact with an infected person.

**Attending the therapy practice:**

* There is a strict managed entry policy in place in the building:

Managed entry before 4pm - the main black door entrance is open. When you come to the coded inner door, please sanitise your hands and press the buzzer. Your therapist will let you in and meet you on the third floor and will escort you to the top floor centre.

Managed entry after 4pm - the main entrance door is closed. When you arrive press the buzzer, your therapist will let you into the hallway of the building. When you come to the coded inner door, please sanitise your hands and press the buzzer. Your therapist will let you in and meet you on the third floor and will escort you to the top floor centre.

If you prefer your therapist to meet you at the main door and escort you to your therapy room, please inform them accordingly.

* Clients are asked to wear face coverings when they enter and exit the building.
* We encourage clients not to use the banister to reduce contamination risk.
* The therapist will open and close the therapy room door.
* We have created four waiting areas to ensure social distancing.
* Family member(s) are asked to wait outside the building instead of the waiting area unless they are attending the therapy session.
* No hand shaking or close contact.
* All chairs have been placed approximately 2 metres apart.
* We encourage you to bring your own water as there will be no water available on site for clients.
* We are the only tenants in the building as the shop is closed. This allows us to sanitize the building daily.
* Door handles and other surfaces in the therapy rooms are cleaned down after each session.

**Hand Hygiene & Respiratory Hygiene**

Regular hand washing with soap and water is effective for the removal of COVID-19. Please wash your hands and use one of our multiple hand sanitizing stations located throughout the building when you arrive and when you are leaving our premises. In addition, we have also placed hand sanitizers in each therapy room.

In addition to hand hygiene, please observe good respiratory hygiene and etiquette whilst in our centre.

**Payments**

All sessions must be paid for by the client using a contactless method, this includes card or bank transfer only. Cash or cheque payments will not be accepted for the foreseeable future.

**Facilities**

When using the toilet facilities located on the mezzanine floors please ensure you use these one person at a time only.

**Client Consent**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ fully understand the risks in attending Insight Matters psychotherapy & counselling services at 106 Capel Street, Dublin 1, and accept the conditions outlined above by signing below.

**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 **Client**

**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 **Therapist**

**General Data Protection Regulation (GDPR)**

As per GDPR requirements\* do I have your permission to hold this information safely and securely within Insight Matters, and as your therapist? Yes No

Note: We will hold the information safely and securely within Insight Matters for the whole purpose of working with you as a client. Legally we hold this information for 3 years - however, if at any stage you are not working with us as a client and wish us to delete your personal information, we will do this safely, confidentially and securely.

**\*On the 25th May 2018 the EU General Data Protection Regulation, known as GDPR, came into effect. GDPR imposes additional obligations on organisations and gives extra rights around how people's’ data is used. For more information please go to www.dataprotection.ie**