

# Community Counselling

## Coronavirus [Covid-19] Action Plan

### Purpose of this Action Plan

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.
3. However, CCL is mindful of the need to comply with its ethical and legal obligations, including the need to work safely and competently at all times, which means it may not be possible to provide a service to all clients e.g. because not all clients are able to access services delivered remotely.
4. In developing the Action Plan, CCL has taken in consideration advice from its professional body, the BACP<sup>1</sup>, the Government<sup>2</sup>, and has consulted partners such as the Office for the Police, Fire and Crime Commissioner [OPFCC].
5. CCL will publish the Action Plan – and any updates - on its website and also share it with partner organisations such as the OPFCC and Survive.
6. Part of this Action Plan will be a **Q and A** – see [Annex 19](#) - which will be maintained and updated on a regular basis by the CCL Chief Officer.

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<sup>1</sup> British Association for Counselling and Psychotherapy

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

## Support for CCL personnel during the pandemic/Lockdown

7. CCL will carry out **Risk Assessments** as follows:
  - a. Stanley Harrison House – see [Annex 1](#)
  - b. Remote Venues – see [Annex 2](#)
  - c. Play and Creative Arts Therapy – see [Annex 3](#)
  
8. CCL will also equip its personnel to be able to work remotely by providing:
  - a. ICT equipment (e.g. laptops, printers and mobile phone apps)
  - b. Computer software (e.g. Microsoft Teams, Office UC mobile app)
  - c. New 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
  
9. 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](mailto:chiefofficer@community-counselling.org.uk)
  
10. 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:
  - a. **Jo Dent**, Deputy Head  
[deputymanager@community-counselling.org.uk](mailto:deputymanager@community-counselling.org.uk)
  - b. **Penny Howarth**, Head of CHYP Services  
[penny.howarth@ccnyl.org.uk](mailto:penny.howarth@ccnyl.org.uk), or
  - c. A member of the **Health & Safety Sub Committee**<sup>3</sup>

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<sup>3</sup> As at 30<sup>th</sup> October 2020, the membership comprises:  
Stephen Robling, Craig Taylor, CCL Chair, Clare Mensah, Trustee and Helen Fairburn, Trustee.

11. Counsellors 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 counselling<sup>4</sup> for staff (both admin and counselling staff).
12. Whilst CCL does not directly support the group, it also highlights that there is also a monthly [WhatsApp] peer supervision group for counsellors.
13. 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

## Remote services

14. As at time of writing [5<sup>th</sup> November 2020], most services are being delivered remotely. These services comprise:
  - a. A telephone counselling service for adults and young people;
  - b. Online Therapeutic Support for children;
  - c. Online Counselling/EMDR treatment for adults
15. CCL is investigating how it might provide a limited face-to-face [F2F] service for vulnerable clients who are not able to access remote therapy or for whom it would pose a risk, including children seen in a school setting.
16. 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 counsellor confidentiality.

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<sup>4</sup> Staff EAP telephone counselling helpline 03330 007 905 (open 24 hours per day, 365 days per year)

## Return to F2F work/Hybrid Delivery Model

- 17.** CCL started to resume F2F services from July 2020 at Stanley Harrison House [SHH] and at one venue in Scarborough<sup>5</sup>. However, the number of F2F sessions delivered will be limited during the pandemic and it is anticipated that CCL may need to cease providing F2F sessions in response to changes in Government regulations and the course of the pandemic.
- 18.** CCL expects to continue to offer remote services – as well as F2F services for the foreseeable future [hybrid delivery model] taking into account:
- a) Any further lockdowns;
  - b) The needs of some counsellors' and of some clients' individual circumstances; and
  - c) the rural [*rural deprivation*] nature of the area that we serve.
- 19.** CCL adopted a four-stage approach to returning to working in the office/resuming face-to-face client sessions, summer 2020.
- 20. Stage 1** [from June] involved a limited number of Admin/Management staff returning to working in the Malton office, observing social distancing.
- 21. Stage 2** [from July] involves a limited number of counsellors working at SHH, focusing on those clients who are unable to access remote services for whatever reason.
- 22.** CCL personnel were asked to sign a form indication whether they were happy to return to f2f working or whether they had any issues or questions that they would like to discuss with the Chief Officer before deciding whether to work remotely only or a mixture of remote and f2f working.

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<sup>5</sup> Falsgrave Community Resource Centre

23. 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.
24. Personnel who are part of a high-risk group should not attend the office. See [Annex 4](#) below for a definition of high-risk groups.
25. All personnel, clients and visitors to Stanley Harrison House must observe social distancing measures, including wearing face coverings as set out in the Risk Assessment at [Annex 1](#). CCL will maintain a supply of disposable face masks to be issued to clients who forget to bring their own.
26. CCL personnel and clients must comply with the requirements of the relevant Risk Assessment in place when visiting other venues where CCL provides a service as well as with the CCL Play & Creative Arts Therapy Risk Assessment where relevant.
27. In addition to the normal hand washing facilities: hand gel dispensers and alcohol wipes are provided for CCL personnel, clients and visitors in the Admin office and in each of the client rooms at SHH.
28. A summary sheet has been produced for CCL personnel which provides the essential information to help keep everyone safe on a single A4 sheet. See [Annex 5](#) for a copy of the Summary Sheet.
29. An **Information Sheet** has been produced for clients visiting SHH – [Annex 6](#)
30. A **PCAT Information Sheet** – [Annex 7](#) - has been developed for parents/carers of clients accessing Play & Creative Arts Therapy services.
31. A **PCAT parental consent form** has been created – see [Annex 8](#) below.
32. Perspex screens have been provided for each of the client rooms.
33. The convector heaters which blow air around the room have been replaced with four oil-fired heaters – enough for each of the client rooms.

34. CCL monitors the movement of personnel and clients via the CRM client appointment diary but additionally displays copies of the Track and Trace **QR Reader poster** around the building.

## Government's Three Tier restrictions

35. It is CCL's understanding that the Government restrictions introduced in October [likely to be revived after the end of the 2<sup>nd</sup> Lockdown] do not prevent people from travelling to work, including those living in Tier 2 or Tier 3.
36. CCL has created this policy and reviewed the Risk Assessments in light of changes in knowledge about the virus, in Government regulations, including the three-tier system, and best practice since the start of the pandemic.

## Second Lockdown

37. **Stage 3** involves the cessation of all F2F sessions from 5<sup>th</sup> November 2020 in response to the Lockdown, with CCL only offering remote therapy.
38. In order to **safeguard** vulnerable clients, therapists will be asked to assess whether at risk clients, who are unable to access remote services safely, should be referred to their GP/another NHS agency, or signposted to another source of support, using the **Signposting Information Sheet** at [Annex 14](#).
39. CCL is canvassing the views of counsellors/play therapists to ask if they are willing to offer some limited f2f service [*therapeutic holding*] for vulnerable clients, within the limitations of the new regulations and the CCL Covid-19 Risk Management Policy. Please see survey attached as [Annex 19](#) below.

40. The BACP has provided guidance<sup>6</sup> on the issue of whether it is permissible to continue to provide f2f client sessions during the lockdown.
41. We have consulted our insurance brokers about whether our insurance policies still covers us in the event that we offer f2f during the lockdown but [as at 5<sup>th</sup> November 2020] we are still awaiting a response to our query.
42. Additionally, subject to satisfactory Risk Assessments and parental consent, counsellors/therapist may also provide f2f client sessions in schools.
43. 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.

## Return to Three Tier restrictions

44. As at 2 December, CCL will revert to **Stage 2**.

## Return to [new] normal

45. **Stage 4** involves resumption of normal face to face services within the relevant Government restrictions in force at the time. At this point [anticipated to be Easter 2021] CCL will prioritise those clients who were put on hold at the start of the pandemic who did not access the service as part of **Stage 2**.

## Office cover

46. During periods of Lockdown, CCL Admin staff will work remotely. The Admin team will be able to access all emails, voicemail and text messages remotely.

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<sup>6</sup> <https://www.bacp.co.uk/news/news-from-bacp/coronavirus/faqs-about-coronavirus/>

## In case of illness

**47.** CCL personnel should not work if they feel unwell.

**48.** If any CCL personnel reports one of the three following symptoms:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **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)
- **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

Most people with coronavirus have at least 1 of these symptoms.

**49.** 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>

**50.** If they do not have access to the internet, they should call 111.

**51.** 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.

**52.** Please see [Annex 2](#) below for poster advising people to wash their hands etc.

**53.** CCL will ask clients not to attend F2F appointments (when they resume) if they feel unwell. This message will be reinforced in appointment letters and posters put up in the building/client rooms.

## Covid-19 and mental health

**54.** Coronavirus has plunged the world into uncertainty and the constant news about the pandemic can feel relentless. All of this is taking its toll on people's mental health, particularly those already living with conditions like anxiety and OCD. So how can we protect our mental health?

**55.** 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]:

<https://www.bbc.co.uk/news/health-51873799>

**56.** Please click here for WHO advice about Covid-19 and mental health

[https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af\\_2](https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2)

**57.** Please refer to [Annex 1](#) below which gives advice about how to talk to children about their fears about Covid-19.

## Risk Register

**58.** 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.

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

## 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.</p> <p>CCL has produced a separate Covid-19 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>Where possible as many administrative tasks as practicable and counselling will take place remotely.</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 <b>Information Sheet</b> for clients visiting SHH telling them what to expect when they visit the building, including the requirement to wear a face covering whilst they are in the building unless they are sat 2 metres apart from the counsellor [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 <b>cannot</b> be accompanied by a supporter, including a parent/carer. The only visitors</p>

What the Guidance requires	CCLs Response
	<p>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 <b>PPE</b> for use in the admin office and the client rooms such as perspex screens, oil-fired radiators, handgel , wipes and face masks and checks the supplies of PPE on a regular basis. It has also increased provision for <b>cleaning</b>.</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.</p> <p>The Trustees have decided the following:</p> <p><b>Hybrid Phase: as at 29<sup>th</sup> October 2020 and until further notice.</b></p> <p>CCL will offer limited face-to-face [F2F] client sessions. These will be targeted at clients who have complex needs and for whatever reason are unable to access remote counselling/play therapy.</p> <p>One counsellor can work in a client room (including the Children’s Therapy Room [Liz’s Room]) on any given day).</p> <p>Counsellors should remain in their rooms except to:</p> <ul style="list-style-type: none"> <li>- Collect their clients;</li> <li>- Access to the toilet;</li> <li>- Access the kitchen (but only with prior agreement with the Admin team);</li> </ul> <p>Except where there is no Admin cover e.g. out of hours (Thursday evenings/Saturday Mornings) there should be no need for any counsellor or play therapist to access the Admin office. Counsellors/play therapists will be issued with room keys.</p> <p>Where counsellors/play therapists need to access the Admin office, will must be negotiated during the working day by phone, to ensure no more than 3 people are in the office, safe distancing at any point in time. The Admin team have the right to refuse access for any reasons including no reason.</p>

What the Guidance requires	CCLs Response
<p>Make an assessment of how likely it is that somebody could be exposed.</p>	<p>In order to ensure the safety, CCL will monitor movements of its personnel and of clients 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> <p>Using the CRM system, we will contact any counsellor who has seen a client we know to be infected, or vice versa, a client who has seen a counsellor now known to be infected.</p> <p>We will use our CRM system to ensure a robust process is in place.</p>
<p>Act to remove the risk if possible: If removal of risk is not possible, look to mitigate the risk.</p>	<p><b>Travelling to work:</b> Personnel are encouraged to travel alone in their car or to walk or cycle if possible.</p> <p><b>Sanitisation:</b> Handwashing and sanitisation equipment will be provided in the office, in the waiting area and in the counselling 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 of the rooms.</p> <p>All 'touch-points' such as chair handles, door- knobs etc in the client rooms need to be wiped down in between each client. Anti-bacterial spray are provided for the fabric chair covers.</p> <p><b>Food and Drink:</b> Clients are encouraged to bring their own tissues and water [sealed packets of tissues are provided in the client rooms if clients forget to bring their own].</p> <p>Boxes of tissues <b>must not</b> 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><b>Social Distancing:</b> Marking on the floor in the office and clients rooms indicate safe 2-metre squares.</p>

What the Guidance requires	CCLs Response
	<p>Admin staff will work either side by side or in different parts of the office. Staff will not work facing one another.</p> <p>As mentioned above there should be no more than 3 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><b>Cleaning:</b> CCL will ensure that the office and client rooms are cleaned and disinfected on a frequent basis.</p> <p>All surfaces that may have been touched by clients or counsellors will be cleaned after each session.</p> <p>CCL is paying for a cleaner to clean twice a week (the office and the client rooms) but staff and volunteers are responsible for ensuring their work areas, including client rooms are cleaned on a regular i.e. daily basis.</p> <p><b>Moving around:</b> Staff will be asked to make only essential trips within buildings. They will be required to observe social distancing as much as is possible.</p> <p><b>Common Areas:</b> The common areas at Stanley Harrison House are the kitchen, waiting area and the toilets.</p> <p>Guidance will be produced as to how to handle utensils and detailing the cleaning procedures to be followed.</p> <p><b>Toilets:</b> 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 regularly by the contracted cleaning company</p>

What the Guidance requires	CCLs Response
	<p>There will be signage in the toilets – and other areas - reminding people to wash their hands.</p> <p><b>Kitchen:</b> Only one staff member to be in the kitchen at one time.</p> <p>The surfaces and utensils used by staff e.g. the kettle, the microwave, counter tops etc.</p> <p>The dish washer should not be used.</p> <p><b>Waiting area:</b> 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><b>Signs:</b> 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 in several places for tracking and tracing purposes.</p> <p><b>Face Coverings:</b> All personnel, clients and visitors must wear a face covering (mask or visor) the whole time they are in the building unless:</p> <ul style="list-style-type: none"> <li>- The counsellor is in the client room on their own;</li> <li>- The counsellor and the client are sat 2 metres apart and with the Perspex screen between them;</li> <li>- Admin staff are sat 2 metres apart and everyone is in agreement</li> <li>- Children under the age of 11 are exempt;</li> <li>- Clients of any age who are unable to wear a face covering [we ask that clients inform us in</li> </ul>

What the Guidance requires	CCLs Response
	<p>advance of the first appointment, so any concerns on the part of the therapist can be addressed before the first appointment.</p> <p><b>In the event of illness:</b> 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.

## Annex 2: Risk Assessment for remote venues

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

**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
Prior to the appointment:	<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 50 minute sessions, rather than an hour to allow for cleaning between sessions.</p> <p><b>Any client who is feeling unwell needs to cancel their session.</b></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><b><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></b></p> <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>

Key Area:	Detail
	All counsellors are required to comply with the most recent government guidance.
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:	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.
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:	

Counsellor Signature: .....

Officer.....

Chief/Deputy

## Annex 3: Play & Creative Arts Therapy Risk Assessment



PCAT Resources  
and Activities Risk A

Annex 3:1: Video demonstrating compliance with RA for Liz's Room.

<https://ccnyl.sharepoint.com/:v:/g/Eaz-4vWWvj9JqZvAwXXSQOoBME5aW7YntSLDqEWI24aCPA?e=IIPN9j>

## Annex 4: Definition of High-Risk Groups

We strongly advise people belonging to a vulnerable group to stay away from the CCL office/other counselling venues. Such groups comprise:

- Older people (70+ years),
- People who are immunosuppressed, or have
- Diabetes, heart conditions, chronic respiratory problems

We shall update the list of groups and include any advice to self-isolate as the situation changes and in line with advice from the Government.

## Annexe 5: Summary of Covid-19 Risk Assessment for CCL Personnel

**During the pandemic, CCL supports the principle of remote working for all personnel (wherever possible) either for personal reasons or per Government guidance. During the Lockdown, CCL will not provide any f2f client sessions, unless it can ensure that this can be done safely and ethically.**

All CCL 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 of others. All personnel must follow the safety guidelines set out in the CCL Covid-19 Risk Management Policy, including the relevant Risk Assessments, as well the government regulations in force at any given time. If personnel are unsure about any aspect of the safety guidelines, or how to follow them, they must seek advice from their line manager, the Chief Officer or a member of the Health & Safety Sub Committee of the CCL Board of Trustees.

Please remember to<sup>7</sup>:

- **practise social distancing wherever possible (minimum 2 metres apart);**
- **use the hand sanitiser gel on entering Stanley Harrison House [SHH]; and**
- **regularly wash your hands with soap and water for 20 seconds or use hand sanitiser gel;**
- **wash or sanitise hands before putting a face covering on, and before and after removing it**
- **when wearing a face covering, avoid touching your face or face covering<sup>8\*</sup>, 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 a face covering, face coverings must be worn at all times in communal areas, including the corridors and stairways in SHH and at remote venues used by other people (always follow Health & Safety guidance for the specific site);
- Occupancy of rooms is restricted to maintain social distancing,
  - Admin Office - maximum of 3 people (please contact a member of the Admin team if you need to access the office). Duration the Lockdown, Admin will work remotely;
  - Client Rooms – maximum of 1 CCL personnel per day;

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<sup>7</sup> taken from: <https://bit.ly/2HXqwKE>

<sup>8</sup> 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.

- Other rooms e.g. Stationmasters Room- max. 2 people e.g. for Induction/training if this cannot be provided online e.g. setting up new laptops, access to CRM etc.
- Rooms must be ventilated when in use;
- Electric fan heaters must not be used in shared spaces (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.

## Annex 6: Stanley Harrison House (Covid-19): Information Sheet

Community Counselling (North Yorkshire) is operating a hybrid delivery model during the pandemic i.e. a choice of remote (telephone/online) and face-to-face [f2f] services. Please see below the instructions for how clients will access 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 should be on time for their appointments.  
If you arrive five minutes early for your appointment there will not be anyone to let you in as the counsellor may be in another session.
2. Clients should 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 at the entrance to the building. Hand-sanitiser 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 must 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 will be spaced 2 metres apart. The chairs are also separated by a clear Perspex screen provided for your protection.
9. Children under the age of 11 are not required to wear face coverings.
10. 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.
11. Do not attend your appointment if you are unwell.
12. If you become unwell during the session, you will be asked to go home follow the government's stay at home guidance.

## Annex 7: Play and Creative Arts Therapy Information Sheet

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 8: PCAT Parental Consent form

### 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 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

**Child's name:**

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"/>
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)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Parent/carer's signature:	Date:	
Please print your full name:		

## Annex 9: 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.

## Annex 11: Can I offer telephone or online counselling instead?

*[Extract from BACP website, dated 15/03/20]*

If you decide to suspend face-to-face contact, telephone or online counselling might be an acceptable alternative if you consider the following points:

- that the reason for doing so is to prevent the spread of the virus. If either party is experiencing symptoms of coronavirus the best option may be to take a break from therapy until fully recovered (seek NHS guidance).
- you are competent to deliver therapy via these two methods (see our [competency framework for telephone and e-counselling](https://www.bacp.co.uk/events-and-resources/ethics-and-standards/competences-and-curricula/telephone-and-e-counselling/) - <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/competences-and-curricula/telephone-and-e-counselling/>)
- delivering therapy via this method is suited to the needs of the client and the material being discussed. Telephone or online therapy may not be suitable for all clients or certain issues.
- you can recontract with the client to take into consideration any differences in delivering therapy via this method
- your supervisor is competent to supervise online practice

We've already seen a significant increase in the number of BACP members advertising online and telephone counselling services on our Therapist directory.

If you're able to offer telephone or online counselling and you currently advertise on our directory, we'd recommend updating your profile to reflect this. Simply log into your account and click on Personal details. You'll find your directory listings at the bottom of this page and you can edit them accordingly. It can take up to 48 working hours for changes to be reflected on your directory page.

## Annex 12: Health and Safety Sub Committee membership

As at 29<sup>th</sup> October 2020 the Health and Safety Committee of the CCL Board of Trustees comprised of the following members:

- Craig Taylor, CCL Chair
- Clare Mensah, Trustee
- Helen Fairburn, Trustee
- Stephen Robling, Chief Officer

## Annex 14: Signposting information for vulnerable clients

Due to the Lockdown which started 5<sup>th</sup> 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**<sup>9</sup> 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**<sup>10</sup> 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](mailto: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/>

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<sup>9</sup> Campaign against living miserably

<sup>10</sup> Also provide useful resources on website: <https://papyrus-uk.org/>