

Health & Well-Being Policy

Introduction

LIFE-FORCE Centre, here after referred to as the Centre, aims to protect the working environment and keep all Members, clients and visitors safe from contact with contagious viruses and diseases. As such all people either working or visiting the Centre are requested to adhere to this Health & Well-Being Policy and the following requirements.

Centre Requirements

1. Members, clients and visitors should not enter the Centre if they have any **flu like symptoms** eg., a temperature, cough or sneezing etc., that are in addition to any normal symptoms that they have on a regular basis.
2. Members, clients or visitor who have **flu like symptoms** are recommended not to visit the Centre for 5 days from the start of their symptoms.
3. Members, clients or visitor who have diarrhoea and vomiting symptoms are recommended not to visit the Centre for at least 2 days after the cessation of their symptoms.
4. Members, clients or visitors who live with or have come into **close contact** with someone who has **flu like symptoms** are recommended to avoid coming into contact with anyone at the Centre who they know is at higher risk of becoming seriously unwell from a respiratory infection.
5. Members who are registered to provide remote counselling could offer a session of online/phone therapy to clients if either themselves or the client is too unwell to come to the Centre but feel well enough to work remotely.
6. All members, clients and visitors can choose whether or not to wear a **face mask or covering while in the public areas of the building**, including the Rainbow Room and kitchen, and when interacting with others.
7. All counsellors, students and therapists can choose whether or not to wear a **face mask or covering** during sessions.
8. Upon entering the Centre, Members, clients and visitors can if they wish either wash their hands thoroughly for a minimum of 20 seconds or use the hand gel in the entrance.
9. Members, clients and visitors should cover their nose and mouth with disposable tissues when coughing and sneezing, then put used tissues in a bin and immediately wash their hands or use a hand sanitiser. If they do not have a tissue they should cough into the crook of their elbow and not their hand.
10. Clients should aim to arrive on time but if they come early then they are welcome to wait in the Rainbow room if available. If the Rainbow Room is not available, then they can wait in the Basement Kitchen but for a first appointment should return to the foyer at the appointment time. Due to confidentiality clients should not wait on the stairs or on the 1st floor landing. The parent/carer who is accompanying a child client can wait on the premises in the Rainbow Room or Basement Kitchen.
11. When new clients come to the Centre for the first session then their counsellor should meet them in the Rainbow Room if available or alternatively in the foyer, just before the appointment time. Thereafter, the counsellor **should ask all their clients to aim to arrive on time if possible, or they can wait in one of the waiting areas, and then go to the therapy room at their appointment time.** Therefore, counsellors should advise their clients before a session if the room they will be using has changed and the location of the new room in the building. Alternatively, if this is not possible for some reason then counsellors must

ask the client to wait in one of the waiting areas and then meet them in the Rainbow Room or foyer and escort them to the therapy.

12. All crockery and cutlery must be washed thoroughly then dried and put straight away.
13. Members must ensure they vacate the therapy rooms on time, which is 5 minutes before the booked end time, and return the key to the key box for the next therapist to use.
14. It is important to respect and keep the communal space as empty as possible and therefore Members, clients and visitors must not chat or remain in the foyer or social spaces within the building for any longer than necessary.
15. **The Office currently remains CLOSED to all Members, clients and visitors other than by appointment only. Members should contact the Office by email or by text to the office mobile. It is best not to ring the main office number or leave a message on the answer phone as this is checked less frequently than emails and text messages.**