



COVID 19 POLICY

Introduction and Scope:

This policy has been written with specific reference to the operations of Oban CBT Clinic Ltd.

This policy has been developed to supplement existing policies for the operation of the above-named limited company during the Coronavirus Pandemic.

It follows the Government guidance and other relevant departments/organisations as the country prepares for wider opening with the easing of lockdown.

As guidance / legislation is adjusted, protective measures may require to be revised; in this instance clients will be contacted by e-mail if contents of this policy require to be updated.

The Scottish Government states that in Phase 3 (the phase during which this policy has been ratified), you can “leave your home for any purpose. but before leaving your home you should plan how you will keep safe and minimise risk to yourself and others.

Things to consider are whether and how you will avoid touching surfaces that others have touched and how you will practise good hygiene where physical distancing might be more difficult to follow, how you will avoid or reduce the risk, and what additional things you may need to take with you, such as hand sanitiser, a bag for used tissues and a face covering”.

This policy is written to outline the actions of Oban CBT Clinic, however it is also noted that keeping Scotland safe is a shared responsibility and collaboration in this endeavour is a priority for all.

Group size and Setting:

In-person appointments at Oban CBT Clinic for the provision of CBT and CBT-related interventions will be offered on a one-to-one basis only, with the assigned therapist and client being in the same venue (therapy room) for a maximum time of one hour.

Walk and Talk sessions are offered to clients who would prefer not to meet at the venue of Oban CBT Clinic; venue for this will be mutually agreed within parameters of confidentiality, appropriate weather for outdoor appointments, consideration to client and patient safety (eg clear pathways, pre-agreed route with mobile signal).

Arrival and Departure Procedures:

The clinic is situated on a main street with access by side-door; it is recognised that swift access to the building is important for clients wishing to maintain discretion and so clients will be instructed to ring the door bell to notify staff of their arrival, and enter the building themselves. Clients are asked not to arrive more than five minutes in advance of the confirmed appointment time.

COVID 19 POLICY *(continued)*

A hand sanitiser is located at the top of the staircase, mounted on the wall on the left-hand side of the stairwell, with notification for use.

The therapy room will be easily recognised by signage and clients will not be met on-arrival or offered hospitality as previously; instead clients will be invited to bring their own flask/water bottle and sit opposite the therapist in the vacant chair. Clients are asked to minimise their use of open space and to ensure that the sneeze screen remains between the client and therapist at all times.

Communication and Documentation during appointments:

Where documents are required to be shared, disposable gloves will be available to both parties but it is preferable that documents are exchanged by e-mail prior to and following appointments. A whiteboard will be utilised to facilitate CBT formulations etc. Clients are encouraged to photograph pertinent diagrams on the whiteboard and bring a notebook to appointments to take their own session notes (as is good practice for CBT sessions generally).

Social Distancing:

Clients and therapists are required to adhere to social distancing guidelines prevalent at the time. Current guidelines stipulate a 2 metre distance from one another is maintained, and where this is not practical, proximity should be limited to the shortest time possible.

To comply with this, furniture has been reallocated, a sneeze screen installed, and therapists will wear a face visor. It is acknowledged that non-medical (fabric) face coverings can have a negative impact on the therapeutic alliance due to limitations on non-verbal communication, hence the therapists' use of face visors.

Clients may choose to wear a non-medical face covering during their appointment if it enables them to feel more secure during the session (disposable face masks will be available for those who forget to bring a face covering but wish to wear one during their appointment).

The therapy room will be ventilated during appointments.

Cleaning of Premises:

Oban CBT Clinic will be cleaned between all appointments, resulting in less availability of appointments. This measure cannot be compromised and as such there will be less flexibility in the timing of appointments (in addition to part-time operating hours to enable ongoing support to remote clients utilising digital technologies).

Shared spaces (therapy room, stairwell, corridor, toilet facilities, and staff kitchen) will be cleaned with recommended cleaning products and restocked as necessary (paper hand towels, tissues, hand sanitiser etc).

Clients are asked to dispose of their own used tissues, disposable face masks etc on leaving the premises, to reduce therapists' contact with used items.

Clients are also reminded of their social responsibility to dispose of such items in a safe manner; it is not acceptable to discard potentially infected materials in communal places.

COVID 19 PROCEDURES

In order to be able to offer in-person appointments Oban CBT Clinic agrees to take certain precautions which will minimise the risk for everyone (clients, staff, their families) and we thank you in advance for your assistance and co-operation with this in current unprecedented times.

- ✓ booked face-to-face appointments in the clinic will only be honoured if you are symptom free. Staff and clients should not attend a session if they are showing symptoms (ie high temp, new cough)
- ✓ clients are asked to confirm that they are symptom-free by the online completion of a short questionnaire prior to each scheduled appointment (this will be e-mailed) ; personal data is protected in line with existing privacy policy, and this data is required as part of the Government's "test, trace, isolate, support" phase*
- ✓ clients are asked to ring the doorbell to indicate arrival no more than five minutes prior to scheduled appointments, and to use the hand sanitiser provided on both entering and exiting the building
- ✓ staff will maintain a high standard of hygiene, washing hands regularly, hand sanitising, wearing appropriate PPE
- ✓ adherence to social distancing will be maintained by both staff and clients, and where this may be compromised, a protective screen has been put in place
- ✓ whilst it is preferable that clients make payment prior to appointments using BACS, contactless on-site payment facilities are available but we are unable to provide a receipt for payments made in this manner. Should clients be unable to use either payment method, this should be discussed in advance of the appointment.
- ✓ If either party (staff/client) are exposed to / potentially exposed to individuals who have tested positive, we agree to notify each other as follows, in addition to the legal requirement to contact the National Contact Tracing Centre (tel. no. is 0800 030 8012):
 - if therapist is symptomatic you will be contacted without delay via telephone or email, the premises will close and clients will be informed following the period of self-isolation when the clinic re-opens
 - if client is symptomatic and has attended an appointment within the last 14 days they are asked to contact Oban CBT Clinic to advise and ensure that ALL CONTACTS are updated into the NHS tracing system.
- ✓ under the self-isolation phase, Oban CBT Clinic can either temporarily suspend appointments or appointments can continue remotely (secure video-call, telephone etc). Payment of fees will not be reimbursed unless in exceptional circumstances or where illness indicates that rescheduling will not occur for a period of several months.

* please note that there are no changes to your data protection rights under the Test and Protect Strategy.