



What we are doing to help keep clients, students and staff safe at our centres in Clapham and Tooting

While we are all dealing with the effects of the coronavirus (COVID-19), we wanted to take this opportunity to update you and give you some practical facts on what we're doing as a company to help keep people safe and how we are practicing social-distancing at our centres.

Updated government guidelines allowed us to re-open our centres from last June 2020.

As part of a phased approach please read the following;

- Our Practice Therapy Department offers face to face, online and phone appointments
- Our Low Cost Counselling Services Department offers face to face, online and phone appointments
- Our NHS Counselling Services Department offer online appointments only and 10% face to face appointments in Wandsworth only
- Our Training School courses are online only – we are currently reviewing our return to face to face teaching

Safety and Wellbeing

The safety and wellbeing of our clients, students and staff is our utmost priority at The Awareness Centre, and we are continuing to follow the official guidance from the UK Government and Public Health England and the British Association of Counselling and Psychotherapy (BACP).

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

To help combat the spread of COVID-19, we have put precautionary measures in place, including:

- Front doors to both buildings will be security operated and opened by the front of house team only.
- We have installed information signs internally and externally at both centres.
- Protective glass screens have been installed in our reception areas and all our admin offices at both centres.
- We have hand sanitiser and gloves available in all our consulting rooms, training rooms, reception areas, toilets and office areas.
- Clients attending the centres for face-to-face sessions will not sit in our waiting areas at reception but will be admitted via our intercom system and directed straight to their consultation room.
- The public will not be admitted into any TAC branch unless they have an appointment for therapy.



- A COVID questionnaire link will be sent to clients and will need to be completed before attending any counselling appointments.
- **Please note: Face Masks are compulsory to wear by all from the 24th July 2020 in public areas in the TAC buildings. Reception, toilets, kitchen and corridors. Information signs are displayed externally and internally**
- If the government says we need to close down due to COVID-19, then we will move all our counselling sessions online and our staff will work remotely from home.

Thank you for your ongoing support and please practice social distancing and stay safe. For further information please read our Health Guide for COVID-19.

Warm regards

Michaela McCarthy
Managing Director

Health Guide for COVID-19

Coronavirus (COVID-19) is a new infectious disease that affects your lungs and airways.

Symptoms

The main symptoms of coronavirus are:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **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)
- **loss or change to your sense of smell or taste** – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal

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

How to stop the infection spreading

Do

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Wear something that covers your nose and mouth when it's hard to stay away from people and when in enclosed spaces or using public transport – see [staying safe outside your home on GOV.UK](#)

Don't

- Do not touch your eyes, nose or mouth if your hands are not clean

Latest NHS Information about Coronavirus (Covid 19)

[Vaccination](#)

[COVID Testing](#)



For further information please follow this link:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>