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

**19th July 2021**

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.

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 Private Practice Therapy Department offers face-to-face, online and phone appointments
* Our Low-Cost Counselling Services Department offers face-to-face and some online appointments from September
* Our NHS Counselling Services Department offer online appointments only and we are slowly returning to face-to-face appointments in Wandsworth and Sutton.
* Our Training School courses are currently online only – All our courses will be returning to face-to-face from September 2021.

**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.
* Protective glass screens have been installed in our reception areas and all our admin offices at both centres.
* Staff, students, clients, and visitors will all need to sign in and out via our electronic device in Reception.
* Front of House will take everyone’s temperature when entering the building.
* We have hand sanitiser in all our consulting rooms, training rooms, reception areas, toilets, and office areas.
* Clients attending our centres for face-to-face appointments will need to fill in electronic COVID-19 questionnaires before there sessions
* Clients will need to fill in an electronic COVID-19 questionnaire before they attend their therapy appointments.
* The public will not be admitted into any TAC branch unless they have an appointment for therapy.
* **Please note:** Face Masks are no longer mandatory. However, TAC is continuing to keep our signs displayed and we would ask you to wear masks in communal areas within the TAC buildings.
* If the government says we need to close due to COVID-19; all counselling sessions will move online, and our staff will work remotely from home.

Thank you for your ongoing support.

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.  
Please click here for more information [staying safe outside your home on GOV.UK](https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home)

**Latest NHS Information about Coronavirus (COVID-19)**

[Vaccination](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/)

[COVID Testing](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/)

For further information please follow this link: <https://www.nhs.uk/conditions/coronavirus-covid-19/>