



COVID-19 information sheet for clients

*Keeping You Safe*

Updated: 31<sup>st</sup> July 2020

Dear Client

We understand that these are difficult times and our team has been working hard to support all our clients during the Covid-19 pandemic.

We are working closely with our serviced offices provider at Strathmore and are closely following the Scottish Government guidelines. As we move through the phases of the Scottish Government route-map, our team is adjusting to support new and existing clients in the best way we can.

The current advice is to work from home where possible. To support this, several of our team members will continue to offer online therapy and coaching, via platforms such as Skype or Zoom. To enquire about online therapy, please contact your practitioner directly if you are an existing client, or email [info@craigiepartnership.co.uk](mailto:info@craigiepartnership.co.uk) to find out which of our team has availability. Online therapy and coaching can be effective ways of supporting clients.

Some of our team are now offering a return to face to face sessions in our Scott House offices for clients unable to use online consultations or who find this difficult. We have conducted thorough risk assessments and have procedures in place to help ensure client and practitioner safety. Overleaf is a guide to attending face to face sessions with your practitioner. As the situation progresses, please keep an eye on our website for any updates or email your practitioner for the latest developments.

Warm regards,

*from all the team*

**Craigie Partnership**

Edinburgh Coaching and Psychology Services

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## Guidelines for Face to Face Sessions

(updated 31st July 2020)

In order to attend face to face sessions, we request that all clients read the following information carefully and confirm that you are happy to abide by these guidelines, which are based on current best practice advice from professional bodies and the Scottish Government. These are for the safety of you and our team and to reassure you of our commitment to your well-being.

1. Please arrive as close to your appointment time as possible to avoid any unnecessary waiting at reception. If you are early, we request that you wait outside and buzz the intercom/enter at your appointment time.
2. Please bring your own bottle of water (or take-away tea/coffee) to minimize any use of the shared kitchen or glasses and cups.
3. Where possible, maintain a distance of 2 metres from others at all times. Please note that face coverings or masks are required if using public transport to attend your appointment (and in all shops). You are requested to wear a mask upon entering the building and in any indoor public areas and if others are in the waiting area and you cannot maintain a 2-metre distance.
4. Our offices are located on the 6<sup>th</sup> floor. We have a small lift, which currently is only **single occupancy** and to be prioritised for clients with mobility issues. If you are using the stairs, please follow any signs. Our meeting room is in the Rum office. Your practitioner will meet you at reception or on the 6<sup>th</sup> floor landing (the reception team will guide you). If reception is closed (e.g. evening clients), you will be met at the front door by your practitioner.
5. There are hand washing facilities at various locations in the building, and hand sanitisers. You are welcome to bring your own notebook, pen, hand gel and tissues. Practitioners and clients are asked to wash their hands before and after a session (or use hand gel).
6. During the session, the chairs have been placed at least 2 metres apart and weather permitting, the window can be opened. The office is cleaned regularly to a high standard.
7. To avoid unnecessary handling of cash or cheques, we request that payment be made electronically by BACS transfer on the day of the session where possible. Please speak to your practitioner for details. Please note we do not currently accept card payments.
8. Owing to the Scottish Government “test, trace, isolate, support strategy” (known as Test and Protect - <https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/>), by attending a face to face appointment, you understand and agree to our obligation to provide contact details and date/time of appointment to the Government contact tracers, should you or your practitioner develop relevant symptoms (a new continuous cough, fever/high temperature of 37.8 C or greater, loss of, or change in, sense of smell or taste – known as anosmia), during or after your appointment.
9. Please **do not attend** an appointment if you are feeling physically unwell. We can offer online alternatives or rearrange for a future date. The safety and well-being of clients and other visitors is our top priority. Please follow Scottish Government guidelines. If you have any doubts or concerns, please contact your practitioner **before** attending.

Please read through these notes carefully and email your practitioner to confirm you are happy with these arrangements prior to your session, and to consent to these arrangements, including the Test and Protect contact permission. Thank you for your support in helping us ensure the safety of all.