

eating matters

Information for clients attending face-to-face counselling sessions during Covid-19 pandemic

Please ensure you read the following information carefully:

- Please **do not** attend in person if you are concerned about yourself or any other member of your household currently shielding or self-isolating.
- Please **do not** attend in person if you have recently developed a continuous, dry cough; are running a high temperature; or are experiencing any change in your sense of smell or taste. **If you are feeling unwell in any way, it is best not to attend your appointment in person.**
- Please do not arrive before your appointment time.
- We ask that you ring the doorbell when you arrive and wait outside. Please attend on your own where possible as we have temporarily disbanded our waiting area (this does not apply to children).
- Please wear a face covering to arrive and until you are seated in the counselling room.
- There is hand sanitiser available at the entrance which we are asking all our clients to use upon entry.
- Once seated in the counselling room you will be 2 metres from the counsellor. You are welcome to continue to wear your face covering if you wish and we have the required PPE for when social distancing may be difficult to maintain.
- We are not able to provide refreshments or water, so it is a good idea to bring your own water with you.
- Please note, all appointments are 50 minutes in duration to allow adequate time to clean the counselling room between sessions.
- Once your session is over please leave the building wearing your face covering and use the hand sanitiser as you exit.
- Please be aware that, should either you or your counsellor become unwell, Eating Matters will have to share the details of those clients that your counsellor has recently been in contact with to the NHS Track and Trace system. This means we would have to break confidentiality and provide your contact information.

Thank you for reading and observing these instructions. If you have any concerns or questions, please do not hesitate to get in touch.

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