



ADDENDUM TO COUNSELLING AGREEMENT

This note is an addendum to the agreement entered into by the client and Shine Counselling (“the parties”) covering issues related to the 2020 COVID-19 (coronavirus) outbreak (“the virus”) for all counselling sessions conducted at Bridges Community Centre, Drybridge House, Wonastow Rd, Monmouth NP25 5AS. (“the premises”).

This addendum covers precautions and other arrangements necessary to ensure the wellbeing and safety of everyone using the service.

Attached are the Special Conditions of Hire relating to the premises during the COVID-19 outbreak.

By signing below, the counsellor agrees to abide by all Special Conditions of Hire and the client agrees to abide by the conditions highlighted in yellow (items 4, 5, 7, 8, 9, 10, 11, 14, 16 and 18). In particular, the client agrees to the counsellor breaching client confidentiality by providing both parties names and contact details to the health authorities for Test, Track and Trace purposes in the event of either party testing positive for the virus.

In addition, the following conditions apply:

Face Covering

A face covering must be worn at all times when on the premises, except in the therapy room itself, provided all parties agree to removing masks, and the precautions detailed below are followed.

Cancellations

Please continue to advise cancellations at the earliest opportunity, and at least 24 hours in advance, by calling/texting 07899 985190 or emailing [cancel@shine-counselling.co.uk](mailto:cancel@shine-counselling.co.uk). **Cancellation fees will be waived if the client has contracted the virus or is required to self-isolate.**

In the event of the either party contracting the virus or otherwise being forced to enter a period of self-isolation, that party shall advise the other at the earliest possible opportunity. Shine Counselling will make best endeavours to continue counselling either by phone or online. In the event of prolonged absence by the counsellor, Shine Counselling will provide details of alternative service providers the client may wish to work with on a temporary basis. Should none of these measures be possible or suitable, counselling will be suspended for a period of time agreed between both parties. Upon resumption of counselling, Shine Counselling will make best endeavours to offer the client appointments on the same day/time as they were attending before the interruption to the service.

Signatures

Name \_\_\_\_\_ Signed \_\_\_\_\_ (client) Date \_\_\_\_\_

Name \_\_\_\_\_ Signed \_\_\_\_\_ (counsellor) Date \_\_\_\_\_



## Special Conditions of Hire during COVID-19

Please note these conditions are supplemental to and not a replacement for Bridges standard conditions of hire.

1. You, the hirer, will be responsible for ensuring those attending your activity or event comply with the Government COVID-19 Secure Guidelines while entering and occupying the premises. You must encourage your members to use the hand sanitiser supplied.
2. You undertake to comply with the actions identified in the Bridges Centre risk assessments which will be provided to you.
3. The room of hire will be cleaned before your attendance but we would ask that touching of surfaces is kept to a minimum to reduce contamination.
4. Please ensure that you communicate to all your members that they **MUST NOT** attend your activity or event if they or anyone in their household has COVID 19 symptoms. If they develop symptoms please follow the current Government guidelines for isolation and they **MUST** use the Test, Track and Trace system to alert others with whom they have been in contact.
5. You will keep the premises well ventilated throughout your hire, with windows and doors (except fire doors) open as far as convenient. You will be responsible for ensuring they are all securely closed on leaving.
6. You will ensure that no more than [see room capacity guidance] people attend your activity/event, in order that social distancing can be maintained.
7. Please ask your group members to not attend early for their activity to prevent "gatherings" on entrance to the premises. If they do attend early we ask that they wait outside until your activity commences.
8. Please communicate to your members that no more than two people should enter the toilet suites at any one time.
9. You will take particular care to ensure that social distancing is maintained for any persons aged 70 or over or likely to be clinically more vulnerable to COVID-19
10. You will position furniture or the arrangement of the room as far as possible to facilitate social distancing of 2m - 3m between individual people or groups. Our caretakers can assist with this and we ask that you provide detailed instruction of your requirement to Bridges Centre well in advance of your activity/event commencing.
11. You are asked to keep a register of your attending members for a period of 3 weeks after the event and provide the record to NHS Track and trace if required. (People are not obliged to provide details)
12. You will be responsible for the disposal of all rubbish created during your hire, including tissues and cleaning cloths. Please arrange to bring relevant

building.

13. To ensure your safety, we have increased our staff cleaning schedules to ensure toilet facilities are cleaned more frequently and each hired room will be fully cleaned after use. *To support the additional costs of these safety measures there will be a separate charge of £5 per each hire during this period.*

14. The kitchen facilities will be closed for the current time. Hot water urns will be available for use and we ask that users bring their own drinks, food, cups and cutlery and to not leave unwashed items in rooms.

15. We will have the right to close the Centre if there are safety concerns relating to COVID-19 and we will do our best to inform you promptly of this decision.

16. Should one of your members become unwell with suspected Covid-19 symptoms during an activity, we would ask that you notify the Business Director immediately and the person and other members of that group vacate the premises immediately and pass their details to the NHS track and trace operators. We will arrange to thoroughly clean the relevant room before re-use.

17. If your event is for more than 30 people you will take additional steps to ensure the safety of the public in relation to COVID-19 and prevent large gatherings or mass events from taking place, for example by operating a booking system or providing attendants or stewards who will ask people to seat themselves furthest from the entrance on arrival, to exit closest to the exits first and invite people to use toilets in the interval row by row.

18. In order to avoid risk of aerosol or droplet transmission you must take steps to avoid people needing to unduly raise their voices to each other, e.g. refrain from playing music or broadcasts at a volume which makes normal conversation difficult. Members of exercise groups should face the front at all times and not exercise on a face to face basis.

19. You will organise your activity in accordance with guidance issued by the relevant governing body for your sport or activity. You will ask those attending to bring their own equipment and not share it with other members. You will ensure that any equipment you provide is cleaned before use and before being stored at the Centre (if appropriate).

20. Please supply a copy of your group risk assessment to the Bridges Business Director (Aileen Atkinson) prior to the re-start of your group activity. This must detail how you will operate your activity safely and to comply with current government guidance.

21. The safety of Bridges visitors is of paramount importance; please follow any instructions given to you by Aileen Atkinson (Business Director)