Riverwood Counselling and Wellbeing Practice
Health and Safety Information for Visitors

To reduce the risk of spreading or contracting the virus, we have improved our health and safety measures to include:-

- Hand sanitiser on entry for all staff, clients and visitors
- At least 2 metres distance between counsellor and client
- Staff to undertake a strict antibacterial cleaning regime of the room before and after each session
- Counselling rooms to be ventilated between sessions only (to respect client confidentiality)
- More frequent deep cleaning of any communal areas and toilet facilities
- Staggered session times across sites to avoid contact with other visitors

If you are attending the practice for a face to face appointment:

DO NOT ATTEND if you have any one of the following symptoms: a high temperature, new or continuous cough or a loss in taste or sense of smell. Please contact the practice via email or phone to make them aware.
YOU MUST use the provided hand sanitiser on arrival and when leaving your session (this is provided in every room).
PLEASE BRING your own water/drinks bottle as water will not be available during sessions.
DO NOT use the waiting areas and arrive for your appointment at the start time (no earlier).

FACE COVERINGS/MASKS – From the 19th July 2021, you will no longer be legally required to wear a mask, these are now voluntary.

Individually wrapped tissues will be provided and card or online payments (paypal/bank transfer) only.