

Coronavirus (Covid 19) policy

Ty Elis is following guidance from UK and Welsh Government regarding actions to be taken by all to reduce the risks to all staff, volunteers, students and clients regarding the current CoronaVirus (Covid 19) outbreak.

Please could you read this policy and follow any guidance it contains. If you have any questions please do not hesitate to contact the admin office, Clinical Director or Finance manager.

1 Illness

Please follow this advice if you have symptoms of the virus.

If you develop a fever, or a cough or shortness of breath, phone NHS Direct Wales on 0845 46 47 or phone 111. Continue to follow the same advice and do not leave your home until you been given advice by a clinician.

If any volunteer, counsellor, student or staff member is showing signs of the Corona Virus you must Not Attend Ty Elis and should follow NHS advice to self-isolate. Please contact the office to let us know and we will contact any clients on your behalf. Guidance on symptoms are available on <https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak-in-china/>

If anyone becomes unwell at Ty Elis they should be isolated into the manager's office and open the window for ventilation. If the individual is a client they should remain in the counselling room they are using and a window opened for ventilation. The individual who is unwell should call NHS 111 from their mobile, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms.

Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow.

If they need to go to the bathroom whilst waiting for medical assistance, they should use the facilities on the first floor.

After the individual leave the premises advice from Public Health Wales will be followed including the office/room will be deep cleaned and closed until this is completed.

2 Notices

- NHS notice re washing hands to be placed in both toilets
- Notice on symptoms/action to take to be placed in reception
- Notice asking all those entering Tŷ Elis to wash hands before doing anything else to be placed at bottom of stairs and on reception desk.
- Email to all staff, students, volunteers re policy and any subsequent change in policy

3 Hand washing policy

- All staff, volunteers and clients to wash hand on entering the premises.

Tŷ Elis (Porthcawl Counselling Service) Limited

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- Antibacterial gel to be made available at reception (subject to supply problems)

4 Counselling

- Counsellors to be advised not to shake hands with clients on first meeting them and to explain the reason for this.
- Tissues are available in counselling rooms for use by staff and clients.
- Counsellors working in outreach locations to be asked to follow guidance and policies in place in each location.

5 Kitchen area

- Staff to be advised to bring in their own cups for use in Ty Elis and to take home and wash them.
- As a reminder it is our normal policy that any kitchen items used in Ty Elis are to be cleaned using washing up liquid by the person using them, dried up and put away. Please do not leave dirty items anywhere nor clean items on the draining board.

6 Cleaning

- Antibacterial soap, tissues and paper hand towels store to be increased.
- Antibacterial wipes to be used on phones and door handles

7 Future planning

Options available:

Counsellors or clients well but in self isolation – to be agreed with the Clinical director/Administrator

- Telephone counselling
- Facetime counselling

Cost of calls to be refunded when claimed by the counsellor/ copy of phone bills to be included in the claim detailing the phone numbers called.

Staff - Where possible cover to be found but where the staff member is able they should work from home, eg login into email and sharepoint remotely. Phone calls to office mobile phone.

Reception staff well but in isolation at home – cover to be found

Diploma – Hat group to consider alternative arrangements such as recording sessions or online access.

If we become aware of any client, staff member or volunteer having been found to have the virus we will follow guidance of Public Health Wales in any actions to be taken at that time and all individuals including staff/clients/volunteers and students attending Ty Elis will be informed.

-----End of policy-----