

COVID 19 Response

As Counselling has not been included in the list of services required to close, it is considered an essential service. Kingdom Innovation, has implemented required changes for your own health and safety, to the face-to-face counselling services. In addition to this, we have also made a few more changes, so that we can continue to provide a quality service, to those for whom counselling is essential.

We understand that Counselling for some online services may not be an option or may not be the most beneficial for the client, thus we have tailored our services to allow us to continue offering face-to-face sessions, in the safest environment possible. We will continue to review the legislation and guidelines released by the government (federal and state), as well as by ACA the counsellor's registering body.

Procedures implemented

- Anyone who has travelled overseas, been in contact with anyone who has or with someone who has tested positive for COVID 19 in the last 14 days, must notify Kingdom Innovation and not attend sessions.
- If the client is unwell, they must notify the counsellor and not attend the session, unless given clearance by their GP.
- If the Counsellor is unwell, they must notify the client and reschedule to another time.
- If either the Client or the Counsellor develops symptoms of COVID 19, they must not conduct the session face-to-face.
- A client who has been tested for COVID 19, must not attend a session until given an all clear from the relevant health professional.
- Cancellation fee will be waived if the client develops a cold/flu and thus is unable to attend the session, with less than 24hrs notice, but a minimum of 2hrs notice. If less than 2hrs notice is given the cancellation fee will still be charged.
- Counselling sessions will be conducted in a room which allows a minimum of 4 Square Meters per person present in the room.
- Sessions will be conducted with a maximum of 5 people in the room at any one time.
- Seats will be placed so there is a minimum of 1.5m space between people
- Clear Face Shields must be worn in sessions
- High touch wipeable surfaces, including door handles, tables and armrests will be sprayed with antibacterial spray before each session.
- Hands must be sanitised at start of session
- Government updates will be monitored, and this procedure may be updated without notice, if changes come into place that effect the running of essential services.

By attending a face to face session, you agree to comply with these procedures and notify the Kingdom Innovation immediately if you or someone you have been in contact with, is diagnosed with COVID 19. If you have any questions, please let us know.

Name _____ Signature _____ Date _____