

Keeping you safe at First Psychology's centres

“ In light of covid-19, we have a range of measures in place to protect our practitioners and clients when visiting our centres. We all want to keep each other safe and this is how we do it at First Psychology. ”

1. We maximise social distancing

All our centres are carefully managed to maximise social distancing. This includes waiting areas, communal spaces and therapy rooms.

Prepare yourself! Things may feel a bit different than before. Some furniture has changed or been removed to enable a two metre distance between client and practitioner, and we've installed small transparent screens on coffee tables to keep everyone safe.



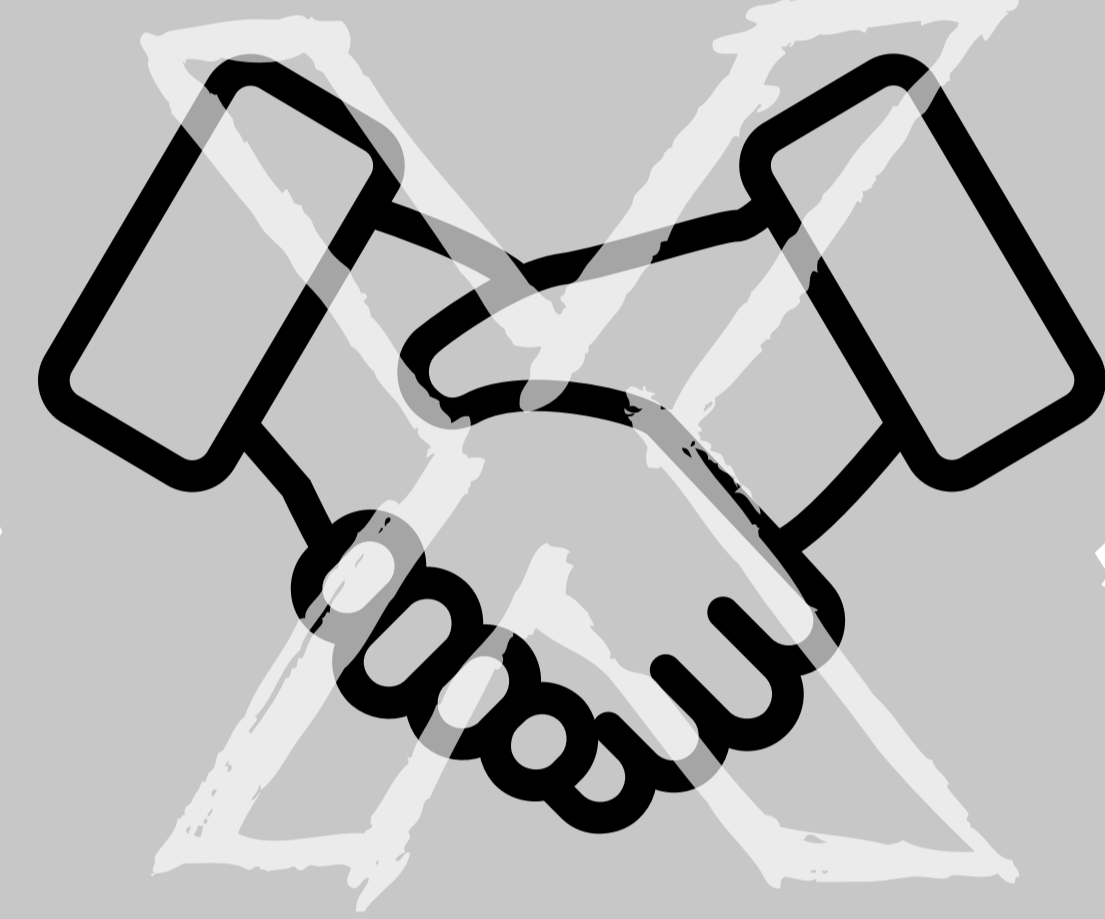
We stagger our appointment times to minimise contact in communal areas.

2. We ask clients to help us

Please visit the toilet before you arrive at our centres, if at all possible, and aim to arrive as close to your appointment time as possible to minimise waiting in shared (social distanced) spaces.

3. We operate a no contact policy

In line with social distancing policy, our practitioners will NOT shake your hand or make any direct contact with you.



4. We encourage hand sanitising

We have installed hand sanitising stations in all our centres and our washrooms are also available. We encourage all clients to make use of these facilities upon entering our centres and prior to leaving for their own wellbeing.



5. We ask you to wear a face covering in communal areas

If you can, please wear a face covering in the communal parts of our centres, for example when arriving and moving around the centre. We DO NOT require you to wear it during your therapy session.

Please be aware that not everyone is able to wear a face covering in our centres. Children under 12, in particular, are not required to wear a face covering.



6. We clean before every client

We operate a formal cleaning and hygiene process in advance of welcoming every client. Please help us by washing your hands when you arrive.

7. We ask that you bring your own

Please bring your own drink
To minimise contact, please bring your own water, or grab a coffee from a local café. We are unable to offer you a hot drink at the present time.



8. We encourage card payments

It is safer if you pay for your session in advance, using our online payments pages. Payments may also be made using our chip and pin machines or with cash, if needs be.



Please bring your own materials
If you like to take notes or commonly use art materials or objects in therapy, please bring these yourself to minimise contact. Children should bring toys or other equipment as advised.



9. Take a lateral flow test

Please take a lateral flow test before coming to our centres and only come if you get a negative result.

10. Stay at home if you have Covid-19

If you are unwell with Covid-19 or you have had contact (in the last 14 days) with someone who has been infected, please don't come to see us. We are happy to work with you online or by telephone until we can welcome you back in person.

We look forward to welcoming you to our centres soon!