

Returning to Face-to-Face Counselling at the PF

We all want to keep each other safe, and this is how we do it at the PF. We would like all clients to follow these guidelines when you visit our premises.

1. If you are unwell or you have had contact in the last 14 days with someone who had symptoms, please **do not come to see us**. Most of our counsellors are happy to work with you online or by telephone until we can welcome you back in person.
2. Please give us as much notice as possible if you decide not to attend in person (preferably at least 24 hours), so that we can make arrangements with your counsellor. Let the Office know of any changes or cancellations, not your counsellor.
3. We are encouraging the use of face coverings when in public areas, such as the waiting area, corridors and toilets.
4. Bring your own face mask, water bottle, and any materials you may wish to use. If possible, visit the toilet before you arrive.
5. Put on your face mask before entering the building. Arrive at or just a minute or two before your appointment time, to minimise contact with others in the waiting area. Ring the doorbell and you will be let in without being met. Try not to touch the door handle if possible.
6. Thoroughly clean your hands, on arrival and departure, by washing or using the sanitiser provided in the waiting area.
7. Your counsellor will normally be in the corridor waiting for you, and will lead you directly to your counselling room. If not, you can stand or take a seat, but keep at least 2m from any others waiting and avoid touching surfaces.
8. Try to keep a distance of 2m from others at all times in the building.
9. Personal contact, such as handshaking or any other touch should be avoided.
10. Keep your face mask on in the corridor and all public spaces.
11. In your room, the chairs will be placed 2m apart. We ask that you try not to touch any objects in the room.
12. You and your counsellor should both agree whether to take your face masks off when in the room together.
13. Please try to avoid using the PF toilets unless necessary.
14. You can make a cashless donation if you have online or telephone banking, or online using our donation site (see overleaf).
15. If you would like to make a cash donation, your donation should be placed in a container provided by your counsellor, to minimise handling. It would be very helpful if you could bring the exact amount, to avoid having to provide change.
16. We will conform to the requirements of the Government's Test & Protect system. If you develop Covid-19 symptoms, you must let us know so that we can inform your counsellor. If your counsellor informs or is contacted by Test & Protect, your contact details will be passed to them if required so that you can be contacted.

Making Donations via Online Banking

You can use online banking (or your bank's telephone BACS service) to transfer your donation each week. Our bank details are:

Bank:	Bank of Scotland
Sort Code:	80-02-85
Account Number:	00678160
Account Name:	Pastoral Foundation

In order to ensure the recording of your donation goes smoothly, and that we are able to identify it accurately, you should use your **Client Reference** number when prompted for a payment reference. This is a six digit number something like **200999**, and can normally be found on any email you have received from us. You can ask your counsellor for your Client Reference if you cannot find it.

If you have any questions please don't hesitate to contact Aileen Murray, aileen@pfcounselling.org.uk

Making Donations Online by Debit or Credit Card

You can also use our Virgin Money Giving online portal to make your donation each week, but they make a small transaction charge so your full donation will not reach the PF. However, there is an option to pay this for us as part of their donation process.

Please use the name we know you by at the PF, and add your **Client Reference** number in the 'message' box on the first screen, so that we are able to identify your donation.

Please **do not** use the Gift Aid claim on the website, as we already claim Gift Aid for you if this is appropriate.

Go to this website link:

bit.ly/givetopf

and follow the straightforward instructions.



Or you can find this link at the foot of the home page of our website:

www.pfcounselling.org.uk