



## **REVISED PROTOCOL FOR STUDENT CONTACT SESSIONS**

### **CONTACT SESSION**

In response to the easing up of the Covid-19 regulations by the president the student counselling centre will now offer contact session, were DUT students will be given the option to choose between virtual counselling or in person therapy. Students are still encouraged to continue emailing and making use of the online booking system to book for counselling sessions. Email [counsbookingdbn@dut.ac.za](mailto:counsbookingdbn@dut.ac.za) or [counsbookingpmb@dut.ac.za](mailto:counsbookingpmb@dut.ac.za) to make a booking for therapy sessions.

### **CONTACT SESSION PROCESS:**

Should a student make a booking for in person therapy, upon arrival at the student counselling centre, the following process will be followed:

- The psychologist will communicate illness policy and safety protocols with clients through email or website before entry.
- The student will be asked to fill in the client consent documentation online and email it to the psychologist.
- Due to the small waiting area at the centre, students are required to be by themselves, not accompanied by friends or family.
- Students who present with flu symptoms are urged to stay at home and opt for online counselling. If a student presents with flu symptoms at the reception, the student will be asked to reschedule the appointment for the safety of other students and staff.
- Students will be required to:
  1. Sanitize hands
  2. Stand on red cross markings to ensure social distancing
  3. Will then be instructed to be seated with social distancing protocols
- The psychologist will ensure that all in-person appointments are scheduled and staggered to allow time to sanitize surfaces between appointments (e.g., schedule a break or virtual session following an in-person appointment) and to minimize contact with others.
- Clients will be asked to wait in their vehicles, or outside the office in cases where our waiting room is fully occupied, and will be called in just before their appointment starts.

### **DURING THE APPOINTMENT:**

- The psychologist will provide handwashing facilities or hand sanitizer for clients to use upon entry to the workplace.
- Use alternative forms of greetings and avoid hand shaking or close contact.
- Limit the use of communal pens and refrain from exchanging items before and after the appointment (e.g., send receipts, documents, and reports electronically).
- Due to the poor ventilation in the centre and close contact with clients, psychologists will wear their masks, maintain physical distancing where possible during contact sessions with clients. Consider the use of masks. Masks can reduce the spread of droplets from the wearer, but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that clients as well as the counsellor are protected at all times.
- Contact sessions will be limited to 45 minutes. Follow up appointments will be arranged with the client.

### **ANTI-SOCIAL OR FRAUDULENT BEHAVIOUR**

- Students who are found to have engaged in any fraudulent or ill-disciplined behaviour will be subjected to a disciplinary hearing by the Durban University of Technology