Personal counselling at the advising centre during the COVID-19 pandemic

Dear students,

depending on the pandemic situation, we will also try to offer you personal counselling sessions on site. Please clarify in advance with your counsellor whether this is possible and observe our current hygiene rules:

- You need an appointment.
- You need a max. 24 h old negative COVID-19 test (no self-test) or proof of complete vaccination or recovery according to the legal requirements (https://www.hessen.de/fuer-buerger/corona-hessen/verordnungen-und-allgemeinverfuegungen).
- For psychosocial counselling, please also bring the completed questionnaire and privacy statement with you or send us both in advance via our contact form (https://www.studentenwerkfrankfurt.de/beratung-service/psychosozialberatung/terminkontakt).
- Please wear an FFP2 or surgical mask throughout the building, keep a distance of at least 1.50 m from other people and disinfect your hands when entering the advising centre.
- Please arrive on time and not earlier than 5-10 minutes before the start of the appointment.
- Register with the gatekeeper of the auditorium centre and the staff member at the counter in the advising centre. It is sufficient if you say who you have the appointment with.
- Take a seat in the waiting area until the counsellor picks you up.
- Unfortunately, accompanying persons are not currently allowed to come to the counselling centre.
- If you feel ill and have, for example, cold symptoms or fever, please cancel the appointment or change it to a video or telephone counselling session.
- Please let your counsellor know if you have been diagnosed with COVID-19 within 14 days of your counselling appointment.

These precautions are for your personal protection as well as the protection of our staff. Thank you for your support.

Your team at the Advising Centre

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