

## Hygiene Concept of the General Advice&Social Counselling, Scholarship Counselling and Student Loan Advice during the Corona Pandemic

In order to protect the students looking for counselling as well as our counsellors, we ask you to pay attention to the following points:

- ◆ The **3G-rule** applies to counselling in person. Vaccinated (**G**eimpft), recovered (**G**enesen) or tested (**G**etestet) persons can come to the personal counselling sessions and have to show their test proof and an identity card. If you do not meet this requirement, telephone and video counselling are available as forms of counselling.
- ◆ Making an appointment is only possible if you are showing **no signs of any symptoms** before the actual appointment. If you are feeling ill, have a temperature or a cold, a face-to-face counselling cannot take place. In this case, please cancel or postpone previously arranged appointments or use our phone or video counselling service.
- ◆ Wearing a **FFP2-mask** is obligatory in all parts of the counselling centre.
- ◆ A **minimum distance of 1.5 – 2 metres** has to be kept from one another.
- ◆ Please arrive at the **exact time** for your appointments so that meeting other people in the waiting area can be avoided.
- ◆ Please pay attention to the **distance markings** in the advice centre.
- ◆ Please **disinfect** your hands before entering the consultation room. Disinfectant is provided by us.
- ◆ Please pay attention to the **rules regarding coughing and sneezing**.
- ◆ Any form of physical contact, especially **shaking hands**, is to be **avoided**.
- ◆ The **duration** of one appointment is **limited** to 50 minutes.
- ◆ We ensure there is enough **fresh air** in the room during the consultation and in between.
- ◆ After the consultation has ended, we disinfect door handles, the backs of chairs, tables or other objects that might have been touched.

Thank you very much and keep safe!