



# Beacon House is going remote

**20th March 2020**

We are writing to all individuals and families who come to Beacon House. You will be so very aware of the uncharted territory that we are all facing with the impact of Coronavirus on our communities.

Every single member of our team is committed to continuing your therapy here with us, as now more than ever support is needed. We, of course, need to protect our team and our visitors, and stay safe too.

**I have made the difficult but necessary decision to move Beacon House services into home-working from Wednesday 25th March 2020**, meaning that it is 'business-as-usual' but that we are offering our services remotely. All of our administrative staff will be operating as usual from their homes, and our therapists will be too, wherever they can.

Appointments will be offered via telephone or online using 'Zoom' (similar to Skype but more secure) where this is possible. A select few face to face appointments can be offered in our buildings (for the time being), if:

- Both you and your therapist are clear from all flu-like symptoms, and neither has been in contact with anyone who might have Covid-19 in the last 14 days.
- Both you and your therapist are comfortable to meet in person, in our clinic building which will be very quiet and have no support team available.

As many of our therapists also have children who will now be at home, they may need to offer you online/face to face appointments at different times and days, and we understand that you will need this flexibility too.



**Please ensure that you contact your therapist directly (or email: [admin@beaconhouse.org.uk](mailto:admin@beaconhouse.org.uk) if you do not have their direct email) to confirm when and how your appointment can go ahead. Please do not just arrive at our clinic without checking first. Thank you.**

### **Cancellation Policy**

- If you need to cancel an appointment because you are in self-isolation, you will not be charged.
- If you need to cancel an appointment with less than two weeks' notice because of another reason, then our usual policy applies and you will be charged.

We are passionate about supporting our clients through this very difficult time. Please take a look on our website resources page and follow us on Twitter and Facebook (BeaconHouseTeam) where we are posting lots of freely available ideas, videos and resources for how to stay connected, calm and healthy. We also have some useful leaflets on how to receive a Zoom appointment, and how to prepare you or your child for an online therapy session.

Lastly, if you are self-funding and have concerns about paying; or you have questions about your funding, please do not delay before getting in touch with us on 01444 413 939.

We are right here with you through this incredibly tricky time.

Dr Shoshanah Lyons  
Clinical Director

[www.beaconhouse.org.uk](http://www.beaconhouse.org.uk)

   @BeaconHouseTeam

 Beacon House