



## **BEACON HOUSE SERVICES DURING COVID-19**

**15th June 2020**

First and foremost, we hope that this statement finds you well. We understand that the Covid-19 pandemic is a testing and turbulent time in different ways for all of us. The team at Beacon House is committed to offering a specialist therapeutic service more than ever, and we are working hard to adapt the way that we work so that we can offer the support that is needed.

On 11th June 2020 we re-opened our Cuckfield clinic with a small number of our therapists returning, and part of our management and administrative team also returning to the clinic. 1/3 of our therapists are offering face to face appointments, and the rest of the team will continue to work remotely until further notice. We have found that online therapy opens up lots of therapeutic opportunities, and we would encourage anyone needing therapy who cannot, or does not want to, come in person to request online therapy.

## Our Covid-19 Safe Measures

Everyone visiting our building is asked to strictly follow these guidelines:

- Please do not come into the building if you, or someone in your household, has had **Covid-19 symptoms in the last 14 days**. Instead, please request an online appointment.
- Please **sanitise your hands** when you arrive and as you leave.
- We are not able to provide you with refreshments, so **please come prepared** with a drink and a snack as needed.
- We have a **one way system** in place. Please arrive at the front door, and leave by the back door.
- Only **3 people are allowed** in our waiting room. You may prefer to arrive at the start time of your appointment, or wait outside after you have let us know you are here.
- Parents of children in therapy are invited to **wait in their cars**, rather than in the building.
- Only **1 person or family** is allowed in the toilets and the lift at any one time.
- If you pass someone on our stairwell, please **give way** to people walking down.
- All our staff will be **wearing masks in the communal areas** of the clinic, and they will remove their masks during your therapy session.
- All our staff will **wash their hands** between every visitor.
- Each therapy room will be **wiped and sprayed with cleaning products** between each visitor.

Although these measures will make Beacon House feel more sterile than we would like, we know that you will understand these measures are necessary to help protect everyone who visits us.

If you have any questions at all about our Covid-19 measures, please don't hesitate to get in touch with us on **01444 413 939**.

We look forward to welcoming you to Beacon House.

**Dr Shoshanah Lyons**  
**Clinical Director**