



BEACON HOUSE SERVICES DURING COVID-19

3rd November 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.

Both of our clinics in Cuckfield and Chichester are open, and we are offering face to face assessments and therapy throughout the November lockdown. You will find below a description of our Covid-19 safety measures, which we ask all visitors to strictly follow. You will find below a description of our Covid-19 safety measures, which we ask all visitors to strictly follow.

If you would prefer to have an online assessment or therapy, then we would be very happy to offer this. Please just get in touch with us and we can discuss the options with you.

Our Covid-19 safety measures are as follows:

- ***We ask that all adults and children aged 11 years and older arrive wearing a face mask*** and wear their mask when they are moving around the building. Our staff will all be wearing face masks too. When you are seated in your therapy room, you will be welcome to take off your face mask.
- ***Please arrive no more than 5 minutes before your appointment.*** On arrival, you will be asked to sanitise your hands and we will take your temperature with a digital, no-touch thermometer. If you do have a temperature, we will kindly ask you to leave the building.
- ***If you do arrive early, we have capacity for just two clients (or family units) to sit in our waiting room,*** otherwise you will be asked to wait in your car.
- ***Sadly, we are not able to offer you any refreshments or snacks.*** Please do come prepared with a drink and food as needed.
- ***Please be reassured that we have stringent cleaning and disinfecting measures in place.*** Each room is cleaned between clients and our staff sanitize their hands regularly. Our staff are also asked to have their temperature taken daily.
- ***If you are bringing a child to therapy at Beacon House,*** we will send you a child-friendly letter explain to your child what measures we have in place so that they know what to expect.
- ***If you are bringing a child to therapy but you are not attending the appointment yourself, we ask that you wait in the car.*** Please note, that due to safeguarding, we will need you to remain on site in case your child needs you, thank you.

Please do not attend the clinic if:

- You, or anyone in your household, has had Covid-19 symptoms in the last 14 days.
- You are in self-isolation because you have been in contact with someone who has Covid-19.
- You have returned from a country in the last 14 days which requires UK quarantine.

If you have Covid-19 symptoms and you need to avoid the clinic, please be reassured that we can offer your appointment remotely so the session will not be cancelled. We have become very good at being flexible and adaptive!

Track and Trace

We have a protocol in place should a member of staff, or a visitor, confirm a diagnosis of Covid-19 through the government's track and trace system. If a positive diagnosis comes to our attention, we will contact you to let you know. Your therapist is also obliged to divulge your name and contact information to the government **confidential** track and trace system if they test positive. If you have any questions about this, please do get in touch.

Your agreement

Whilst we are doing everything we possibly can to reduce the risk of Covid-19 infection in our clinics, there is of course an element of risk that we cannot eradicate. By attending an appointment in our clinic, you are letting us know that you agree to follow these Covid-19 guidelines and that you accept we cannot completely remove all risk.

Who to contact if you have questions or concerns

The person responsible for our Covid-19 safety measures is our Clinical Director, Dr Shoshanah Lyons. If you have any concerns or questions about our approach to Covid-19 then please do not hesitate to contact Shoshanah on **01444 413 939** or **s.lyonse@beaconhouse.org.uk**.

Thank you so much for helping us keep things safe.

The Beacon House Team