



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

**5th January 2021**

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.

We are now in a national lockdown and we are committed to contributing to our community's efforts to reduce the transmission of Covid-19 locally. Therefore, we are offering a predominantly remote therapeutic service. We understand that for some clients therapy is critical, and for others accessing therapy online is not viable at all. We are therefore offering face to face therapy for a small select few clients, and we are prioritising those who have complex needs, those who are at risk and those who are disadvantaged.

We have become very accustomed to offering online therapy via Zoom, and we would encourage all those who feel unsure about it to give it a go! This journey is a marathon not a sprint, and we are really keen to offer therapy online in whatever creative ways we can. For those of you who would prefer to access sessions via a phone call, this is also an option that some therapists can offer.

**For those who are permitted to come in for face to face therapy, the following measures are in place:**

- ***We ask that all adults and children aged 11 years and older arrive wearing a face mask and wear their mask at all times during their visit to our clinic, including during their therapy session. Our staff will all be wearing face masks too.***
- ***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!

**Temporary cancellation policy**

We have introduced a temporary Covid cancellation policy. If you need to cancel a face to face appointment due to self-isolation then we will offer you a Zoom appointment instead. If you choose not to take this up then we will not charge you for the missed session. If your therapist needs to self-isolate and you choose not to take up a Zoom appointment, you will not be charged.

## **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](mailto:s.lyonse@beaconhouse.org.uk)**.

Thank you so much for helping us keep things safe.

**The Beacon House Team**