

Attending sessions during Covid19

ARRIVING AND EXITING

- Please text or ring your therapist as you approach the building. If you forget to do this, your therapist will greet you at the door at the time of your session.
- Please do not arrive early for your session. We have a strict schedule to ensure that clients do not need to meet.
- Our waiting room will not be in use. Ask your therapist for more information about this.
- We advise that you wait for sessions in your car or on the benches in front of Broad Horizons. Please keep your mobile phone close by and audible in case we should need to contact you.
- Due to our strict schedule, please do not come to your session if you expect that you will later than 10 minutes, otherwise this may increase your risk of being close to another client arriving or leaving the building.
- Your therapist will let you into the building, to minimise the touching of door handles.
- Please use the hand sanitiser once you are inside.
- Your therapist will go through a disclaimer with you to check that you do not have any Covid19 symptoms.
- We politely request that you use your own bathroom before visiting us. Our bathroom is available in an emergency.
- Your therapist will show you to your therapy room, opening doors ahead of you. They will also show you out of your session so that you do not need to touch anything on your way out.
- If you are collecting a family member from their session, please only arrive at the session ending time, this will ensure that clients do not come near each other.

IN THE THERAPY ROOM

- Fabric seating has been removed and now we have plastic seating, which will be cleaned between sessions.
- Seats will be placed at least 2 metres apart. We will have floor markings to make this clear.
- Therapy resources will be out of sight to minimise the number of objects that are touched.
- Some resources will be made available to you, but these will be sealed in your own plastic wallet. These plastic wallets will be cleaned after your session and stored for your next session. Resources will not be shared between clients.
- Tissue boxes have been placed near to each seat, please try to catch coughs and sneezes in a fresh tissue. Dispose of this tissue in the bin immediately. We have alcohol gel in each room for your hands also.
- Please bring your own bottle of drink and any snacks, if you or your child usually have these in session.
- You may bring your own toys or other objects for sessions if you would like to.
- Some windows may be open to allow for fresh air to circulate. We advise that you bring a jumper/cardigan just in case.

ADDITIONAL CHANGES

- Only 2 therapists will be in the building at one time. One will be working upstairs whilst the other works downstairs.
- We will have the option of holding your session in the garden where we have a gazebo set up with individual blankets for each of us to sit on and keep 2 metres from each other. This is only an option in good weather.
- Staff members will not interact within 2 metres.
- You are welcome to wear PPE such as masks and gloves if this is comfortable for you, although it is not requested by us. Your therapist may also wear PPE if they wish to. You can discuss this with them if you need to.
- Doors faces and handles, light switches, chairs, resources and other commonly touched places will be cleaned with antibacterial cleaner between sessions.
- Additional thorough cleaning of rooms will be carried out each weekend.
- Your therapist may contact you 24hours before to ensure that you are intending to attend.
- We must advise that you do not attend your session if you are not feeling well, especially if you show signs of Covid19. Your therapist has the right to cancel your session on arrival if you appear to be unwell. This session will be chargeable, so please seriously consider your wellbeing and cancel your session if you are ill.

IMPORTANT INFORMATION

- Therapy sessions will now last 45 minutes instead of 50 minutes, to allow for preparation and cleaning between sessions.

Please contact your therapist by email or text to inform them that you have read and understand the above terms and changes.

Your sessions will only commence once you have confirmed this.