



Sarah Mann Shaw Ltd
Company No: 8402188

Sarah Mann Shaw Ltd COVID 19 October 2020

COVID 19 continues to impact our lives and in light of recent developments I have updated my statement on offering therapy as a result of the current increase in cases .

Online sessions: If we agree to conduct therapy online, my preferred service is Zoom (www.zoom.us). It is like Skype but has enhanced reliability and security with a robust set of pre-meeting features. Zoom complies with all applicable privacy laws, rules, and regulations in the jurisdictions in which it operates, including the GDPR and the CCPA. Zoom also allows for creative engagement. However, I am open to using other platforms such as Skype or WhatsApp if you prefer.

Security:

Some clients have been worried about security especially when certain platforms receive negative press in the media. The reality is that nothing can be guaranteed to be 100% secure. What we can do is enable as much security as we can, and as your therapist, I will configure the settings to maximize this. If you have any concerns about the above, it is important to have these discussions before any sessions take place as it will hopefully help ease your fears and help minimize technical challenges that might come up along the way.

Technical Requirements:

Online sessions are best done on stable internet, so broadband/wi-fi rather than mobile data. Have the device you are using static, so a mobile phone on a stand etc rather than holding it. A desktop computer or laptop sat at a desk is the best option if possible.

Confidentiality:

Please ensure that you are in a quiet, comfortable and confidential space for your therapy session. If your child or young person is accessing online therapy with me please be aware that if there are technical difficulties I may call you to help with these issues during the course of the therapy session. Your young person may leave the session to ask for your help.

In-person sessions held at Hamilton House, Nottingham, NG5 1AE:

In addition to online sessions, and with effect from the October 26th 2020, I will be offering a **limited number** of in-person sessions at Hamilton House for clients who are unable to engage in online treatment.

If you are in a vulnerable group (currently this pertains to pregnant women; persons aged 70 & older; anyone aged under 70 with an underlying health condition) we will need to conduct sessions online for your own safety.

If you are not in one of these vulnerable groups but are worried about attending face to face sessions please let me know and we can opt for online or telephone sessions.

If we agree to hold in-person sessions, you will need to review the following and indicate agreement before we continue:

Changes implemented in my therapy room & communal areas at Hamilton House:

- Seating within my office has been arranged for appropriate physical distancing. We will maintain a distance of 2 metres (6.5 feet)
- Tissues and rubbish bins are easily accessed, and rubbish will be disposed of daily.
- You have the option of wearing a face-covering during the session. Currently, this is not compulsory if we maintain physical distancing of 2 metres.
- I will keep the window open as much as possible to provide ventilation.
- I have created a procedure checklist which I will follow to mitigate the risk of contamination before, between and after seeing clients. This includes wiping down surfaces near to each client, thoroughly cleaning those surfaces and washing my hands between sessions. Please be aware that my soft-furnished therapy chairs will still be in use.
- I am advised that common areas are thoroughly disinfected daily by Foxhall's cleaning contractors.

Management of appointments:

- I will schedule appointments at specific intervals to minimize contact between clients & visitors.
- Your appointment may be cancelled with short notice if I become unwell or government guidance dictates.

When you arrive for your session:

- There will be a waiting area available for the parents of young children and adolescents only.
- Adults will be asked to wait in their cars or outside until no earlier than 2 minutes before their appointment time.
- No earlier than 2 minutes before your appointment time, press the door buzzer or call me if you prefer, and as you enter the building use the hand sanitizer just inside the entrance.

You will be required to wear a suitable face covering your nose and mouth whilst in all communal areas of the building, unless you are in an 'exempted' group, see <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own> for a full list of these exemptions and please inform me in advance if you fall into one of these categories.

To minimise contact and possible transmission, the following will be in place:

- Please come prepared for your session with your own pens, notebook if needed, face covering and refreshments such as a bottle of water.
- If you suffer from hay fever, ensure you take appropriate medication before your appointment.
- Bathroom soap dispensers are maintained, and everyone is required to wash their hands thoroughly using the recommended technique.

Hand sanitizer that contains at least 60% alcohol is available in my therapy room, at the entrance to the building and in the corridor on route to the bathroom.

Risk Assessment of the Premises:

My landlords at Foxhall Business Centres have carried out COVID-19 Risk Assessments for Hamilton House and this can be provided on request. I have been advised the following has been put in place and will be maintained throughout the COVID pandemic:

- COVID-19 signage to encourage social distancing
- Hand sanitisers have been installed at entrances/exits.
- Seating in break out areas withdrawn for the foreseeable future.
- The kitchen will not be accessible to clients and visitors.
- If advised that a member of staff or public has developed COVID-19 and were recently on the premises (including where a member of staff has visited other workplace premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.
- If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance.
- COVID-19 Clean of the infected area is mandatory if anyone working within or extended are reported to have contracted the virus. Employees and extended to tenants must inform Centre Management immediately if discovered.
- It has **not been possible to operate a one-way policy** at Hamilton House due to the layout of the building. Clients and tenants are therefore advised to be mindful of visitors coming in and out of the building and maintain social distancing in communal areas.
- Seating in reception areas will be limited to encourage social distancing.

If a local lockdown or if other health concerns arise, I may require that we hold our sessions online. If you have concerns about having sessions online, we will talk about it first and try to address any issues. You understand that, if I believe it is necessary, I may determine that we return to online therapy for everyone's well-being. This may need to occur at short notice.

If you decide at any time that you would feel safer staying with, or returning to, online therapy, I will respect that decision, if it is feasible and clinically appropriate.

Use of Materials and Resources

Creative play will be encouraged but managed differently.

- Dramatherapy sessions for younger clients: each person will have their exclusive box of resources for their own use. Other resources can be chosen from the screen protected shelves, these will be got by the therapist. These toys will be cleaned between sessions unless they are able to be added to the child's exclusive box.

Risks of opting for in-person services:

You understand that by coming to the office, you are assuming the risk of exposure to the coronavirus (or other public health risks). This risk may increase if you travel by public transportation. My preference is that you do not use public transport to attend your sessions if at all possible. In taking up in-person sessions, you understand that I will do everything reasonably practicable to minimise risk, whilst recognising that I cannot eliminate the risk of COVID-19.

You also understand that I cannot account for the actions of other tenants and visitors using the premises but will do my utmost to ensure that we maintain a safe working environment.

Our joint responsibilities to minimize exposure to COVID-19:

To obtain services in person, we agree to take certain precautions which will help keep everyone: you, me, and our families, safer from exposure, sickness, and possible death. If you do not adhere to these safeguards, it may result in our starting / returning to a remote therapy arrangement:

Face to Face Sessions Risk Assessment

If you have booked a face to face appointment please go through the check list below on the day of your appointment. If the answer is positive to any of these please let me know and if you are well enough we will resume sessions online, by telephone, video call or email therapy, we will not offer a face to face session.

Second risk assessment (at point of appointment)

- Have you had a positive test for COVID-19?
- Have you recently developed any cold or flu like symptoms such as cough, hoarseness, sore throat, headache, body aches and fatigue/ drowsiness?
- Do you have a raised temperature? (Above 37.5)
- Have you had exposure to a suspected or confirmed case of COVID-19? (e.g. someone in your household or co-worker)
- Are you experiencing any shortness of breath/ chest pain/ tightness?
- Do you have any unusual abdominal symptoms – loss of appetite, diarrhoea?
- Do you have a loss of smell or taste?
- Is anyone in your household poorly? If so, what are their symptoms?

If any of the above also applies to me or my associates then face to face sessions will not be offered for two weeks, however, if well enough

- We will only keep your in-person appointment if you are symptom-free.
- You will wait in your car or outside until no earlier than 2 minutes before our appointment time.
- You will use the alcohol-based hand sanitizer when you enter the building.
- We will adhere to the safe distancing precautions we have set up in communal areas and therapy room.
- We will take steps between appointments to minimize our exposure to COVID-19.
- If we are exposed to other people who are infected, we will inform each other without delay.
- If a resident of your home or mine tests positive for the infection, we will inform each other without delay.

If you or I are sick:

You understand that I am committed to keeping you, me, and all our families safe from the spread of this virus. If you attend for an appointment and I believe that you have a fever or other symptoms, or believe you have been exposed, I will require you to leave the building immediately. We can follow up with services by online means as appropriate.

If I test positive for Coronavirus, I will notify you so that you can take appropriate precautions.

Contract tracing and confidentiality:

If either of us have tested positive for the coronavirus, I will be required to notify local health authorities that you have visited the premises. If I must report this, I will only provide the minimum information necessary for their data collection and will not go into any details about the reason(s) for your visits. In attending in-person sessions, you are agreeing that I may do so without an additional signed release form.

If I am seriously ill and unable to communicate with you, I have procedures in place for a trusted other to contact you. They will only be granted access to your name and contact

details. In consenting with this, you are agreeing for this information to be shared with them for this purpose.

What I will do if I or anyone in the setting where I practice is symptomatic:

- In these circumstances, I will contact you without delay. If you have recently changed your e-mail or telephone number, please notify me of any changes.
- You will be informed following the period of self-isolation when the practice re-opens.

Review Process:

The above procedure will be reviewed on a regular basis and may change at short notice based on government guidelines. If this becomes necessary, you will be asked to review and sign an updated agreement. I will keep you updated on any further actions regarding this matter.

General points:

- If you are experiencing anxiety related to the virus, this resource may prove helpful: *How To Respond Effectively To The Corona Crisis*.
<https://www.youtube.com/watch?v=BmvNCdpHUYM>
- To download a free FACE COVID eBook with more information, see this link:
<https://drive.google.com/open?id=1MZJ>
- For information on how to protect yourself from the Coronavirus, you should always follow the latest Government advice. For up to date guidance visit:
<https://publichealthmatters.blog.gov.uk/>

In drafting this policy, I have also consulted the following guidance:

- UK Government's Guidance on Working Safely During Coronavirus:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>
- Work in Close Contact Services <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>
- My professional Liability Insurance
- Consultation with my clinical Supervisor
- Guidance from my Professional Bodies

If you have any questions or concerns concerning the above, please do not hesitate to contact me.

With our very best wishes.

A handwritten signature in black ink, appearing to read 'Sarah Mann Shaw'. The signature is fluid and cursive, with a large initial 'S' and a long, sweeping tail.

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