

## Clinic Notice

17<sup>th</sup> March 2020



Given the unprecedented situation regarding Coronavirus, I wanted to let you know what we are doing to help keep our clients and therapists as safe as possible.

The health and wellbeing of our clients and therapists here in our clinic is extremely important to us. We are committed to following official guidance from the government, ensuring all our policies and procedures reflect the best available information and advice.

Considering this we have also reduced our cancellation policy time from 24 hours to 12 hours' notice.

We are also offering for a short period the option of telephone counselling and skype for emergencies where clients are unable to attend the clinic.

### **Keeping our clinic clean and safe**

As you will be aware the most effective way to minimise the spread of Coronavirus is regular hand washing. We have hand washing facilities here for our clients and therapists to use as well as hand sanitiser and anti-bacteria wipes. We pride ourselves on high standards across the clinic and therapy groups we run, and have taken every opportunity to remind our therapists to follow the robust procedures that are already in place.

We have also taken further precautionary measures including more frequent cleaning and sanitising of all surfaces and equipment.

We will no longer be offering water to our clients, but clients may bring along their own water as they may do already.

For the time being we are not sharing pens or writing materials. Please feel free to bring along your own as we will not provide any at this time. Our therapists will however continue to use their own equipment that they can clean after use. These will not be shared.

### **Keeping you informed**

We aim to keep all our clinic open. If conditions determine we must be closed we will provide notices directing clients to the nearest alternative, and ensure our online service is updated to show latest information.

Events are moving very quickly and so we will continue to monitor the situation closely, reviewing developments and the latest government advice to consider how this impacts our processes and the decisions we take. We will update you on any additional changes as soon as we can through our website [www.lifeinaction.co.uk](http://www.lifeinaction.co.uk) and on our clinic notices.

Thank you for your support in keeping one another safe during these unprecedented times.

Life in Action Ltd.