

Covid-19 (Coronavirus) Response for Inspirative staff, volunteers and clients.

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Introduction

This policy and practice guide is for Inspirative Arts and Inspirative Development staff, volunteers, clients and other interested parties. It explains our response to the covid-19 (coronavirus) situation, and is based on guidance released by:

- British Association for Counselling and Psychotherapy (BACP)
- UK Council for Psychotherapy (UKCP)
- British Association of Art Therapists (BAAT)
- British Association for Music Therapy (BAMT)
- British Association of Dramatherapy (BADth)
- Association for Dance Movement Psychotherapists (UK) (ADMPUK)
- Axa Healthcare
- Derby City Council
- UK Government and NHS Guidance

As Public Health advice changes rapidly, we will update our guidance accordingly. This Guidance covers six key areas:

- Provision of clear information
- Prevention of infection
- Provision of face to face services
- Provision of alternative, including remote and online services
- Staff welfare
- Charging for services

1. Provision of Clear information

Covid-19 is a rapidly developing global pandemic. Official guidance is changing daily, with frequent updates, there is also a proliferation of 'fake news', meaning clients might find the situation confusing and frightening, as they may feel unsure what to believe. Many of our clients will feel anxious about their circumstances, or struggle to understand the implications of guidance for them and their loved ones. It is important to discuss this with clients in ways they will understand. Sharing clear and transparent information with clients may help them to contain their anxiety and empower them with practical steps about how they can help themselves. Thus, Inspirative will:

- Use all available channels to share up to date information from reputable sources, signposting to appropriate statutory and non-statutory sources of information, help, and crisis support
- Maintain regular contact with clients to discuss necessary changes to their services during this time
- Take a person-centred approach, tailoring communication to meet the specific needs of each individual, their family, and their circle of support
- Maintain an up-to-date resource of easy read information and signposting documents, stored in our shared drive, for all staff to use when contacting and working with clients

2. Prevention of infection

It is absolutely vital that Inspirative staff, volunteers and clients maintain the highest standards of hygiene, safe-distancing and infection control when:

- Entering premises where services are delivered (including Inspirative House, schools, care-homes, community settings, clients' homes etc)
- Meeting face to face with clients, their carers, colleagues, or wider members of the public
- Preparing, delivering, or clearing up after face to face sessions
- Preparing or delivering physical resources to be sent to clients in their homes

This includes:

- Hand washing in line with NHS guidance: using hot water and soap and washing for at least 20 seconds each time. You should wash your hands when you enter a building, before each session, after each session, before you eat or make a drink, and whenever you cough or sneeze.

- Using alcohol-based hand sanitizer and ensuring it has dried when hand washing facilities are not available - there are bottles around the building and available for staff to take off site.
- Not touching your own face, nose or mouth, and advising clients not to touch their own.
- Wiping down all surfaces and equipment with anti-bacterial spray / wipes before and after each session.
- Working from home whenever possible to minimise contact between staff. Meetings can be held via electronic means and telephones, and joint working carried out using shared drives.
- Avoiding all physical touch with others when you do meet face to face.
- Maintaining a 'safe distance' of at least 2 meters between yourself and others, and ensuring clients maintain a safe distance between each other.
- Remaining at home and follow current NHS guidelines if you experience a temperature or new persistent cough, or if you have been in direct contact with someone who is displaying these symptoms. Currently this means that you must call in sick and self-isolate for at least 7 days if you experience symptoms yourself, or 14 days if someone you live with displays symptoms. Remain at home until your symptoms have ceased. Clients must be advised to do the same.

All staff, volunteers and clients must also follow these rules. Staff and volunteers failing to adhere to this policy will be deemed to be committing gross misconduct. Clients failing to adhere to this policy will be deemed to have refused their service, asked to leave the premises, and will still be charged. Whilst this may seem draconian, it is purely intended to keep everyone safe.

3. Provision of Face to Face Services

For the protection of both clients and staff, all group sessions have ceased with immediate effect. This is in line with BAAT guidance and government advice to avoid unnecessary contact with others. Group sessions will not resume until government guidance indicates it is safe to do so. Clients who usually attend groups will be offered alternative one-to-one services (see following guidance).

One to one and group clients who are deemed to be particularly high risk (in accordance with NHS guidance), or who live in high-risk settings (eg. Care-homes) will be proactively contacted and encouraged to self-isolate. Clients will be offered alternative non-contact provision to help them maintain their health and wellbeing (see section 4).

Under current guidance clients and staff members who are healthy, well, and not in a high-risk group can continue to meet face to face, so long as the measures in section 2 are adhered to. Sessions should take place in a well-ventilated room, large enough to maintain

safe-distancing, and using resources which can be easily cleaned both before and after the session. Where appropriate, staff might conduct sessions outdoors to further mitigate against the spread of infection.

Staff are strongly advised to check current guidance daily before delivering face to face work.

In anticipation of national guidance changing, these sessions should be used to educate clients about self-care during the pandemic and prepare them for the need to move to alternate ways to access their service.

4. Provision of alternative, including remote and online services

We recognise the extreme anxiety many of our clients may be feeling, and the detrimental impacts isolation may have on their mental and physical health. Thus we commit to finding every possible means of maintaining support during this difficult time. Alternative modes of support might include:

- Using online platforms to lead one to one or group sessions remotely (this may also include programs such as 'ProReal' where clients can build their own 'avatar' and work therapeutically through facilitated, online play)
- Offering telephone-based support
- Delivering personalised creative resources to clients to support their online or telephone sessions (via email, post, or hand delivery by healthy staff)
- Delivering personalised creative resource packs and psychotherapeutic training materials for clients to use alone or with other carers to replace direct contact with Inspirative staff
- Publishing generic creative resources and psychotherapeutic training materials to aid wellbeing on our facebook page, website, and other electronic means of distribution

All decisions about which alternative service to offer clients should be made in consultation with both the client and, where appropriate their circle of support. Our person-centred ethos is paramount. Clients should be empowered to make informed choices about the alternative service they receive, and the service should be tailored to meet their specific needs.

Once a decision has been reached, clients (or their advocates) should be asked to sign an alternative provision agreement (attached).

Key considerations

When deciding whether to offer services by phone or internet staff members must consider:

- The age of the clients (particularly with relation to using online tools). Clients must be at least:
 - 16 to use WhatsApp
 - 13 to use Facebook
 - 13 to use Skype
 - 13 to use Outlook email
 - 13 to use Gmail
 - Old enough to consent to the legal terms of service for Zoom Video Conferencing.
- How you will obtain consent from the client and their parent/guardian (for child) or carer (for vulnerable adults).
- The client's ability to engage in services in this way (any sensory processing issues or the clients comfort using technology)
- Whether the client has access to materials to use within the session
- The technical requirements to allow the session to take place without interruption.
- The policy and guidance of any organisation you are working for or subcontracted by regarding alternative provision
- The safety and confidentiality of the service

Using appropriate spaces

When arranging remote sessions by phone or video link, it is essential to consider the safety of both the room you are in and the room the client may be in.

- Does the client have room to move around safely without risk of fall or injury?

The client will need to take ultimate responsibility for ensuring their room is safe; however, staff members must be confident that the client or someone else present in the building with them is able to appropriately assess risk and mitigate potential harm to create that safe environment.

Client confidentiality and psychological safety

Staff must consider:

- Whether the client can be overheard or observed from the room they are in?
If so, what effect might this have on the service?

- The data policies for the specific application used. Is the data encrypted? Who owns the data and in what circumstances might this be shared with third parties including the police?

The Association for Counselling and Therapy Online (ACTO) suggest that the live chat function on either Skype or Skype for Business does not provide a suitable level of security for the therapeutic use as the text is still available at a later date and could be misused. ACTO also raise the issue of cookies and how Skype and Microsoft use these across their products which may also breach GDPR. Many of the same concerns exist if when using WhatsApp Video, Facebook Video or Google Hangouts.

Zoom Video Conferencing is recommended as a preferable Video Conferencing software as it has better features to protect client data – chat logs are not automatically stored after a call ends, screen sharing asks for more confirmation about what should be shared, and the platform is less integrated with address books meaning there are less pop up notifications relating to clients and less tracking of who is online and when.

During March 2020, there have been improved guidelines sent out for using Zoom safely in order to prevent trolls from accessing video calls.

Therefore, all staff will follow the safety tips below, as advised by The British Association of Art Therapists:

- Zoom mines a lot of data and can store recordings for several years. Reports suggest it may also pass that data on to 3rd parties. Zooms privacy policy is similar to many digital platforms', claiming the right to collect and store personal data, and share it with third parties such as advertisers. Videos aren't off-limits, according to the document, and neither are transcripts that can be generated automatically, the documents you share on your screen, or the names of everyone on a call. (The privacy policy posted online was updated over the weekend but backdated to Wednesday, March 18.)
- experts have some advice for enhancing your privacy while using Zoom. First, keep your camera and mic turned off unless you're actually speaking. If you feel that you need to have the camera turned on, Zoom lets you choose a photo as the background for your video. You can pick one from your hard drive or use one supplied by Zoom. That can be important because the books on the shelf, posters, or other items in your living space can reveal information that you might not want to share with some of your co-workers or clients. And those images of your bedroom may not disappear when the conference is over; they can be stored for months or even years, and shared with people you've never met.
- Do not use Facebook to sign in: It might save time, but it is a poor security practice and dramatically increases the amount of personal data Zoom has access to.

- Beware of 'Zoombombing' This is where you share a link to a meeting publicly meaning anyone can join. Zoom allows all participants to screenshare by default...so have a guess at the type of things people are sharing... This is likely a low risk for us but please follow advice in this article about to take these steps below to improve security <https://techcrunch.com/2020/03/17/zoombombing/>

- o Disable "Join Before Host" so people can't cause trouble before you arrive.
- o Enabling "Co-Host" so you can assign others to help moderate.
- o Disable "File Transfer" so there's no digital virus sharing.

Disable "Allow Removed Participants to Rejoin" so booted attendees can't slip back in.

Staff must carefully consider the level of service being offered (whether therapy or wellbeing work) and thus the appropriateness of the platform they are using.

When emailing confidential material to or from clients, staff must always use password protection and encryption, for example Egress.

Whichever platform is chosen, clients must be fully informed about the potential risks of using a third party to transmit sessions and be supported to make an informed choice about how this platform is used.

Staff Confidentiality

When emailing or using online platforms, staff must always use a branded @inspirativearts email address, or an online profile established for work purposes.

If using a personal phone to make work related calls whilst working at home, caller ID blocking should be used to prevent staff numbers being visible to clients.

If delivering an online service staff should log in to the platform using their work email address and create an identity specifically for work purposes. Under no circumstances should they use personal accounts.

Under no circumstances should staff give personal emails, phone numbers, or any other online contact information to clients. All client queries can be forwarded through our office number, which can be set to forward to a nominated staff mobile should a full lock-down occur; or through inspirative arts email addresses.

Potential safeguarding issues

Staff members will be unable to guarantee confidentiality, as they cannot control the space the client is in when they are accessing the service. Being overheard by a third party might compromise the client's safety or wellbeing, thus therapists in particular must carefully consider the depth of working entered into via electronic means or telephone-based services.

Some commissioners have expressed concerns about one-to-one contact between professionals and clients via electronic means. As with all one-to-one working, staff must maintain clear professional boundaries at all times:

- Staff and clients must wear suitable clothing and adopt an appropriate posture (eg sitting in an appropriate chair rather than lounging on a sofa).
- Any computers used should be in appropriate areas, for example, not in bedrooms; and where possible be against a neutral background.
- Background distractions, including intrusion by staff members' families or pets, must be avoided at all cost. Background noise must be kept to the minimum.
- Sessions should be structured and delivered in the same way they would be if the service was being delivered face to face.
- The time of the session should be pre-arranged with the client and their circle of support, booked times should be adhered to, and sessions run to time in the same way they would be if they were being delivered face to face.
- Sessions should be logged and reported in the same way as face to face services.

Other considerations

We must be mindful that not every client will be able to afford technology necessary to engage in some alternative methods of service delivery, they may not have access to broadband, and resources may be shared between the whole family. We must be careful to avoid excluding clients because they lack resources or technical capability.

Learning to use the internet to access Inspirative Arts' services might open clients to other internet usage, thus it is essential that this policy is used in tandem with our Safe Internet Usage policy. Staff must ensure they are communicating internet safety messages as part of this engagement.

Some clients, or their carers, may become ill during the pandemic; thus, staff should always check that a client is well enough to proceed with the session, and is adequately supported by carers if needed, before commencement.

Many of our clients might find it hard to adapt to new ways of working. Heightened anxiety about the national situation coupled with a need to cope with change may feel overwhelming and difficult. This heightened anxiety might be expressed through challenging or harmful behaviours. Staff must maintain regular contact with clients and their circle of support to ensure that the service delivery method continues to meet client needs.

5. Staff Welfare

Staff members who are deemed to be particularly high risk are directed to work from home with immediate effect, offering non-contact services to their clients or conducting other essential business via email, telephone, other electronic means, and use of shared drives.

Staff members who feel healthy and well, are not in a high-risk group, and who have not been exposed to anyone showing coronavirus symptoms may continue to attend the office when needed, however they too are encouraged to work at home and limit unnecessary contact with others.

Staff who are mixing with other people are strongly advised to maintain the hygiene, infection control, and safe-distancing measures outlined in section two of this document in social as well as work-based interactions.

Staff members are strongly advised to check changes in guidance daily and ensure they are continuing to act in line with national public health advice.

Staff members who develop a temperature or new persistent cough, or who have been in direct contact with someone who is displaying these symptoms must alert their manager as soon as possible and follow the latest self-isolation guidance. Staff members who feel too ill to work should notify their manager and download a self-certification form from the NHS111 website. It is vital to fill this in stating that you have coronavirus symptoms and send it to your manager as soon as possible. Staff who are ill with coronavirus symptoms will be paid Statutory Sick Pay from their first day of absence.

6. Charging for Services

To ensure the long-term survival of our organisation, which is in the best interests of our clients, Inspirative Arts will need to continue charging for services during this time of disruption. However, costs may be reduced if the person is clearly receiving a reduced service.

For example:

- If a person usually receives a one-hour face to face therapy session, but this is replaced by a one hour zoom or telephone-based session, the person will still be charged their usual rate. This is because they are still accessing the same time and skills from their therapist.
- If a person usually receives a one-hour face to face one to one wellbeing session, and this is replaced by 3 20-minute-long telephone or zoom sessions during the week, they will still be charged at their usual rate. This is because they are still accessing the same total amount of time and skill from their wellbeing facilitator.
- If a person usually attends a 2 hour wellbeing session with five other clients, but this is replaced by a 20 minute one-to-one electronic check-in they will still be charged their normal rate, as they are receiving broadly the same amount of personalised attention as they would in a group setting.
- If, due to technological or other client limitations, a practitioner is unable to deliver a contact-based service to a client who usually had an hour long sessions, but they instead spend an hour compiling and delivering a personalised package of bespoke activities and training materials for that client, the client will still be charged at their normal rate. This is because they are still drawing on the practitioner's professional skills for an equivalent time to their normal session.
- However, if a client who usually accesses a one-hour face to face session has this replaced with a 15-minute phone check in each week, they would only be charged 25% of their usual invoice, recognising the reduced level of service.
- If a client who usually accesses a 2-hour person-centred group with 5 other people is instead sent a package of generic materials and receives a 10 minute telephone check in, they would only be charged 50% of their usual invoice, recognising that they are only receiving 50% of their usual personalised attention.

Staff are required to log details of all replacement services, divided into 15-minute slots and reflecting the price differential from their usual services, in both the Get Timely booking system and the Coronavirus response spreadsheet. This will ensure accurate invoices are generated for clients.

Clients who choose not to access any services from Inspirative Arts during this time will not be charged. However, in these instances we will not be able to guarantee access to the same services a client had prior to the disruption once the pandemic crisis has passed.

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Online Wellbeing/Therapy Sessions Agreement

Due to the current situation regarding the Coronavirus pandemic wellbeing/therapy sessions are to be held online for a period of time. This will be reviewed regularly.

All of the previous contract codes of practice outlined by Inspirative Arts with the client will still apply.

Online

Sessions will take place via Zoom which is recommended as a preferable Video software as it has better features to protect client. The client will need to provide an email address in order for a member of staff to invite them to the sessions.

If guidance to use the Zoom application is required the client will raise this with the practitioner who will send across guided instructions and may support this with a phone call during the first session.

Privacy

Privacy is of extreme importance so it is recommended when engaging in an online session that the client and practitioner are situated in a place that is free from interruption, as would occur in a normal face to face session.

Both the practitioner and client are to wear suitable clothing when working online.

Good practice safeguards when working online

The practitioner and client will do all in their control to ensure online communication will be as confidential as possible. Wireless network with a password will be used to provide a secure, protected Wifi connection. Firewalls and virus protection being used on the electronic device will be updated regularly.

Furthermore, **no recordings** of sessions are permitted from either party.

Technical problems during a session

Should either party experience technical difficulties during the online session the practitioner will contact the client via the phone number provided on their original contact details sheet. If the number does not connect for any reason, the practitioner will attempt to send an email to the client. The client will update the practitioner on any contact number changes.

If 10 minutes has passed and the session has been unable to continue online, the session will end.

The next session will be confirmed via phone or email if the technical problems have not been fixed.

Safeguarding when online

The original contract lists the safeguarding and confidentiality protocol which still applies to online work. When working online there is a need for additional issues to be considered.

If an emergency incident occurs (e.g. asthma attack, epileptic fit) during an online session the practitioner would need to contact 111/999 on behalf of the client and contact their emergency contact. Emergency contact details need to be up to date.

The client is to make the practitioner aware if there is a need for any additional pre planning for any specific health conditions the individual client may have.

What might be needed for sessions?

The practitioner and client are to discuss and consider what resources the client has access to at home that could be used in sessions e.g. pencil colours, paper, pens, etc.

Any work clients produce during sessions online will be kept/disposed of by themselves, the client will remain responsible for their work.

Please sign to show acceptance and understanding of the above terms and conditions.

Practitioners Signature:

Date:

Client Signature:

Date: