



Welcome Back



Open Monday and Wednesday
10am - 4pm



We're reopening our face-to-face cancer support services

We're pleased to let you know that our face-to-face support services will reopen from 7th September 2020, following government advice and guidance from Health Protection Scotland.

When it's appropriate and safe to do so, you'll be able to book face-to-face emotional support appointments and access Children and Families Service support. There will be no complementary therapies at this stage.

We take the safety of our clients, volunteers and staff extremely seriously and therefore want to reassure you that we're doing everything we can to make our wellbeing centres safe. We're also asking you to follow some few rules to keep yourself and others safe, during your visit.

What we're doing to keep you safe

We understand that you may be worried about visiting our centres, but we're taking significant precautions to maintain your safety, and the safety of our volunteers, and staff and therapists.

Screening

You'll be asked a few questions regarding COVID-19 symptoms when you book your appointment and before entering the base.

Enhanced cleaning

We are cleaning and disinfecting our centres regularly, in line with Health Protection Scotland guidelines. This involves heightened cleaning schedules and regular sanitising of high-touch surfaces such as door handles and light switches.

Staggering appointment times

We will be staggering appointments to avoid visitors arriving at the same time, and to allow the areas to be cleaned in between appointments.

Reducing high-risk services

Due to increased risk of infection, we are suspending services such as complementary therapies, massage and beauty therapy at present however we will be working hard to recover and resume all our services at a time that is appropriate and safe to do so.

Implementing social distancing

We have removed furniture and set up zoned areas to allow visitors to have their own area during their visit to CLAN centres. We have also reviewed entry and exit points to minimise contact with others throughout your visits.

Providing Personal Protective Equipment (PPE)

For everyone's safety, our staff and volunteers will wear face coverings while moving through the building,

How you can keep yourself and others safe

To make this work, we need to work together. Here are a few things you can do to ensure each other's safety.

Wear a face covering. We ask that you wear your own face covering for entry and moving through the public spaces within the centre. If you don't have your own, we'll be able to provide you with a single-use face mask which you must discard on your way out.



Clean your hands regularly. There are multiple hand sanitising stations around our centres, so please use these on arrival and throughout your visit.

Follow social distancing guidance. Please take note of the social distancing signs and floor markers around the centres by keeping your distance and following any one-way systems.



Counselling

We will continue to offer remote counselling sessions over the telephone and via digital forums. Individuals in need of face-to-face sessions can discuss this with their CLAN contact over the phone to determine whether this can be accommodated.

Therapeutic support services

We'll continue to deliver emotional support sessions over the phone, video or email as a first port of call, and we'll offer face-to-face sessions if indicated/appropriate.

We will also continue to add to our online resource centre at www.clanhouse.org, where you can access a variety of therapeutic support sessions. We will also be developing online communities and generating groupwork for access online too.



Let us know if you have any queries

We look forward to welcoming you back to our centres in the coming weeks and months. If you have any questions or concerns at all, please don't hesitate to contact us using the details below.

Telephone - 01595 697275

Email - shetland@clanhouse.org

Website - www.clanhouse.org



T - 01595 697275

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W - www.clanhouse.org

cancer support for all

CLAN Cancer Support is a charity registered in Scotland SC022606