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## Dear Clients, Families and Carers

I hope this letter finds you and your loved ones keeping safe and healthy.

In this time of uncertainty and change, Breakaway has implemented some necessary changes with regards to our Supported Independent Living (SIL) houses in order to comply with current government regulations relating to Coronavirus (COVID-19) and to keep our clients and their families safe.

### Lockdown

All Breakaway Supported Independent Living (SIL) houses are currently in lockdown.

This lockdown means residents may only leave the house for exercise and medical and essential services. For the rest of the time you must stay inside the property for your own and public safety to prevent the spread of Coronavirus (COVID-19).

### Visitors

Residents are **not permitted** to visit people in other residences while this lockdown is in place, including friends and family. Similarly, friends and family are also **not permitted** to visit Breakaway Supported Independent Living (SIL) houses during this period.

These restrictions are for the safety of our clients and also their loved ones who may be at increased risk should they contract Coronavirus (COVID-19).

### Support

Please be assured clients are still receiving the highest standard of care and support during this period.

If a client or their friends or family are experiencing increased anxiety or stress at this time due to these updated safety measures, please contact your Client Liaison Officer (CLO) or the team here at Breakaway.

### How to get in touch

In order to manage risk associated with the potential spread of the virus in our office environment, our team are now working from multiple locations and should you need to contact your CLO please do so over the phone or via email.

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### **Thank you**

Thank you for your ongoing support and understanding during this time.

We will continue to provide you with regular communications and information updates as and when they become available. In the interim please keep updated via our email, website and social media pages and contact us with any questions or concerns.

Yours sincerely



Chris Taylor  
Accommodation Manager