

COVID-19 advice for Registrants: Working remotely during the coronavirus outbreak

14 April 2020

Working remotely with clients (via an online platform or over the telephone) during the coronavirus outbreak will enable you to support their health and wellbeing. There may be a number of implications however, and we have covered some of the key areas here:

Practising safely

If you have not worked remotely before, you should carry out an assessment and consider:

1. Is your therapy suitable to deliver remotely?
2. Do you have an understanding of how delivering your therapy remotely might differ from seeing your client face-to-face?
3. Is your client suitable to receive therapy remotely?

In the same way as you would if you were seeing see clients face to face, you still need to ensure compliance with CNHC's [Code of Conduct, Ethics and Performance](#) when you are providing your therapies remotely.

We also advise Registrants to check with their professional organisation's codes of conduct for specific guidance on working with clients remotely.

Will working from home affect my home insurance?

CNHC guidance is to check your insurance policy to see what is covered. [The Association of British Insurers \(ABI\)](#) states that working from home due to the need to self-isolate should be covered by standard home insurance policies, if the work is clerical in nature.

Check with your home insurance company to see if there are any implications to working remotely with clients from home.

What about my professional indemnity insurance?

If you are not able to work: Some insurers may pause your insurance if you are no longer working during the coronavirus outbreak.

Practising remotely: Check that your indemnity insurance allows you to practise remotely. It is our understanding that most insurers will do so as long as you are working within your knowledge and maintain appropriate records. However, we advise you to check directly with your insurers and also with your professional organisation who may have been in touch with insurers in relation to your particular discipline.

The Association of British Insurers (ABI) has also provided advice about a wide range of insurance, which can be found [here](#).

Claiming costs

Self-employed people can claim more costs than employed people as tax deductible expenses. These costs include a proportion of heating, lighting, mortgage, council tax etc and is known as 'use of home as office'.

This [article](#) in *Which?* magazine looks at a range of implications on finances as a result of working at home.

Utilities, service providers and suppliers

Many companies are contacting customers or posting messages on their websites about the impact of the coronavirus, so do check the websites of your providers for details.

Remote working platforms

Where it is possible for you to work remotely with clients, there are a number of platforms available. Many people use zoom or Skype. It is important to ensure that any provider you use has sufficient encryption and security on their site, and that they meet with requirements of the [General Data Protection Regulation \(GDPR\)](#).

You can check details on the relevant websites such as [zoom](#) and [Skype](#).

Do make sure that you obtain your clients' consent (they must expressly opt-in) to use their personal data when delivering via online platforms and make it clear if those platforms are encrypted or unencrypted.

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