the disability foundation

the holistic health charity for every body

ADULT INFORMATION PACK

Registered Charity: 1076761

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THERAPY INFORMATION

MASSAGE

Massage generally increases the blood circulation, sending nutrients and oxygen to all areas of the body, carrying toxins away. It can strengthen and tone muscles; re-activate nerves and lubricate joints. Massage exfoliates the skin; helps maintain collagen fibres and can aid digestion. On a regular basis, it can be used as a preventative therapy. There are a variety of different forms of recognised massage and the following are currently offered by TDF:

Aromatherapy: *Session: 30 minutes or 1 hour*

Body massage using the healing properties of essential plant oils to treat illness and to promote physical and emotional well-being. Particularly suited to conditions involving stress or emotional issues.

Indian Head: *Session: 30 minutes* *No need to undress*

Massage of scalp, neck, shoulders, arms, hands and face. It can be particularly beneficial for: stress; depression; insomnia; neck and shoulder stiffness; headaches; eye strain; jaw ache; dandruff; migraine, promotion of hair growth and strength. Performed with or without oils.

Manual Lymphatic Drainage (MLD): *Session: 1 hour*

MLD is an advanced therapy in which the practitioner uses a range of specialised and gentle rhythmic pumping techniques to move the skin in the direction of the lymph flow. This stimulates the lymphatic vessels which carry substances vital to the defence of the body and removes waste products. MLD may improve many chronic conditions including: rheumatoid arthritis, fibromyalgia, sinusitis, chronic fatigue, asthma and acne, and can be particularly beneficial for relieving fluid congestion with conditions such as lymphoedema.

Remedial: *Session: 30 minutes or 1 hour*

Body massage focusing on the deeper layers of muscle tissue. It aims to release tension in the body, while relaxing and soothing the muscles. Particularly useful for specific neck, back and shoulder problems.

Sports: *Session: 30 minutes or 1 hour*

Aimed at individuals engaged in regular physical activity/sports. It consists of a deep massage and may incorporate stretching, compression, friction, toning and trigger point response techniques. Particularly useful for assisting recovery between training sessions and helping recuperation after injury. Regular sessions may increase joint mobility and flexibility.

Therapeutic: *Session: 30 minutes or 1 hour*

Massage involving a variety of techniques specifically designed to relax muscles. It increases circulation and stretches ligaments and tendons keeping them supple. It may help reduce both emotional and physical stress.

REFLEXOLOGY *Session: 1 hour* *No need to undress*

This therapy involves stimulation of specific points on the feet (and sometimes hands) to bring relaxation, balance and healing. It can be particularly beneficial for: arthritis; insomnia; digestive problems such constipation; menopausal symptoms and stress related conditions. People find that this therapy can help stimulate the body's natural healing abilities after surgery, injury or trauma.

Reflexology Lymphatic Drainage (RLD): *Session: 1 hour* *No need to undress*

RLD is a reflexology technique on the feet and hands which focuses on stimulating the lymphatic reflexes. The aim is to stimulate the lymphatic system in the body. The lymphatic system is essential to the body as it plays a vital role in the prevention of illness and the body's ability to heal and be well. As with MLD, RLD may improve many chronic conditions including: rheumatoid arthritis, fibromyalgia, sinusitis, chronic fatigue, asthma and acne, and can be particularly beneficial for relieving fluid congestion with conditions such as lymphoedema.

ACUPUNCTURE: *Session: 45 minutes*

This is a Chinese traditional therapy involving the insertion of fine, sterilised needles into various points in the body to treat a wide variety of conditions. It can treat most ailments and takes a holistic approach to patients' lifestyle, choosing points accordingly during diagnosis. It may help: stress related problems, depression, anxiety; pain relief; fatigue and low energy; menstrual problems; hormonal problems; digestive disorders; arthritis; skin problems and allergies; migraines, headaches and nausea; food/smoking/alcohol/drug addiction; sports injuries; joint problems; general health and well-being.

CHIROPODY: *Session: 30 minutes* *No need to undress*

This is a curative foot care treatment. In addition to trimming toe nails, the chiropodist will help maintain the health of feet, treating conditions such as corns, bunions and foot infections. The therapist also inspects and detects foot conditions requiring treatment. Foot care education is provided and the therapist is trained to recognise medical conditions that manifest in the feet.

COUNSELLING: *Session: 50 minutes* *No need to undress*

Counselling is a form of talking therapy which deals with the clients' past, present and future in a non-directive way. It enables the client to deal with his/her own issues by developing self-knowledge and understanding so that a more satisfying way of "being" can be achieved. Counselling is useful for those disabled by emotional difficulties, fear, anxiety, stress, addiction or for those just questioning the meaning of life. Sessions are completely confidential.

CRANIOSACRAL THERAPY: *Session: 1 hour* *No need to undress*

Hands-on therapy, using light touch to encourage the body to heal itself, without using manipulation. An approach based on the application of corrective pressure to the cranium and spine, and on the theory that every cell in a healthy body expresses a rhythmic movement, which is fundamental to life (called the craniosacral motion). Therapists are trained to feel this subtle motion in the body and can use it to identify areas where there is congestion or restriction. It is gentle, suitable for all ages and for those in a fragile or acutely painful condition.

HYPNOTHERAPY: *Session: 1 hour* *No need to undress*

Hypnotherapy is a state of consciousness brought about by deep relaxation, or the client becomes focused internally. Under hypnosis, the mind is usually more open to the process of change, as the rational part of the brain is temporarily less active. Client and therapist can work together using an agreed approach to enhance mental, physical and emotional well-being. Hypnotherapists state it is impossible to hypnotise anyone against their will. The client remains aware of his or her surroundings and can choose to come out of hypnosis at any time. It can develop a client's present resources, strengths and experiences to accomplish meaningful goals. It may enhance coping skills, self-sufficiency, and feelings of competence and capability. It is particularly effective in the treatment of stress and phobias as well as pain management and smoking addiction. Emotional Freedom Technique (EFT) and Neuro-linguistic programming (NLP) may also be incorporated into the treatment. The client remains in control at all times.

MINDFULNESS: *Group Session: 1 hour* *No need to undress*

Mindfulness is the basic human ability to be fully present, aware of where we are and what we are doing, and not be overwhelmed by what is going on around us. Becoming more aware of the present moment can help us enjoy our life more and understand ourselves better. Mindfulness is something we all naturally possess but it is more readily available to us when we practice on a regular basis. Mindfulness can help manage wellbeing and mental health, and with regular practice the benefits can include: reduced levels of anxiety, stress and depression, improved sleep quality and increased ability to manage difficult situations. Group sessions held alternate Thursday evenings, with a maximum of 10 participants.

NUTRITIONAL THERAPY: *Session: 1 hour* *No need to undress*

Nutritional Therapy is recognised as a complementary therapy and is relevant for individuals with chronic conditions, as well as those looking for support to improve their health and general wellbeing. Nutritional therapy practitioners use a detailed clinical history to assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. Some people simply want to check that they are on the right track with regard to healthy eating whilst others may want to lose weight or get help with their symptoms.

OSTEOPATHY: *Session: 45 minutes*

This treatment is tailored to the individual's needs and may consist of soft tissue stretching, rhythmic passive joint movements or high velocity thrust techniques, to improve the range of movement of a joint. It is a holistic approach to diagnosis and treatment where practitioners use touch and manipulation of the musculoskeletal system to improve mobility and balance, thus promoting well-being. It works on the principle that much pain and disability stems from abnormalities in the function of body structure as well as damage caused by disease. If the musculoskeletal system is correctly aligned and working well, the tissues of the body will be healthy, the circulatory lymphatic and digestive systems will function properly and the body's self-healing mechanisms could be restored. Exercises to adjust posture or advice on diet and lifestyle may also be given.

REIKI: *Session: 1 hour* *No need to undress*

Reiki is a Japanese hands-on healing technique for stress reduction and relaxation. It uses universal "life-force energy" to restore, harmonise, rebalance and encourage the body's own healing power. Reiki balances the mental, emotional and physical energies of the body. It can be helpful in times of stress and can increase confidence and self-esteem. Regular sessions may help promote deep relaxation, self-healing and a sense of peace and well-being.

YOGA

Thai Yoga Massage: *Session: 1 hour* *No need to undress*

Ancient traditional healing therapy combining acupressure, gentle stretching and applied yoga. The therapist uses palms, feet, elbows, thumbs, forearms, knees and knuckles to apply pressure to important points along an energy line system. This releases blockages to free the body's own healing potential. Treatments take place on mats on the floor, so clients should wear loose comfortable clothing.

Well Woman Yoga Therapy: *Group Session: 1 hour* *No need to undress*

Well Woman Yoga Therapy is an evolving therapeutic approach to yoga, specially developed to support women's health. A range of particularly feminine therapeutic applications of yoga have been refined and may be beneficial for, but not limited to, the following: premenstrual syndrome, period pains, promotion of fertility, positive birthing, postnatal recovery, menopausal symptoms. Group sessions held once a month, with a maximum of 4 participants. Clients should bring their own mat, pillow and blanket.

PLEASE NOTE:

- All our therapists are fully qualified, DBS checked and insured.
- All session times include consultation and allow time for undressing/dressing.
- All timings are approximate.
- TDF staff can guide you when choosing a therapy. Please telephone the Centre for advice.

PLEASE NOTE:

- All our therapists are fully qualified, DBS checked and insured.
- All session times include consultation and allow time for undressing/dressing.
- All timings are approximate.
- TDF staff can guide you when choosing a therapy. Please telephone the Centre for advice.

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Registered Charity No.1076761

MEMBERSHIP/APPOINTMENT INFORMATION

Who can join?

TDF is a charity that offers support to any person with a disability or chronic and complex medical condition, their families and carers as well as NHS staff. Anyone who wishes to support or benefit from TDF can choose to become a member of TDF. Our membership consists mostly of adults, children and families coping with disability, Carers, NHS staff and other health professionals and social service workers. Your first treatment at TDF does not require membership. You will be asked to become a member for any subsequent appointment.

How much does it cost?

Individual annual membership costs £20.00 (Disabled and Carers) and £25.00 (Non-Disabled) per year and lasts for 12 months. All payments must be made in full at the time of joining.

How do I pay?

You can pay by Debit or Credit Card, cash, by cheque crossed and made payable to 'TDF' or by Standing Order direct via your bank.

What benefits are there in becoming a member of TDF?

By becoming a member of TDF you will be joining a growing community of people already benefiting from a wide range of complementary therapies. Other benefits include our newsletters, invitations to special events and full voting rights at the Annual General Meeting. As a member you know you will be helping TDF make a difference.

Can I cancel my membership?

You can cancel your membership at any time by informing us in writing. Unfortunately once received, TDF cannot give a refund or part refund of your membership fee.

What happens after a year?

If you have chosen to pay by Standing Order, your bank as per your instructions will automatically make the payment for you. If you choose to pay by cash or cheque, TDF will send you a reminder towards the end of the 12-month period.

Can I complete my membership form and make payment online?

Unfortunately we are unable to offer this service online at present but hope to make this facility available in the future.

How long does the process take?

The process usually takes 2 weeks from TDF receiving your completed form and payment. You will receive a letter confirming your membership and membership number.

Can I fast track the membership process?

Yes, you can speed up the process time by dropping your completed form directly into the Centre and by opting to pay your membership fee in cash. This means we do not have to wait for your payment to clear and can check your details with you there and then. Provided you do not need a letter of consent from your doctor, you will be able to access services straight away.

How do I book an appointment?

Once we have received your membership payment, a member of the Reception team will call you to book you in for your first appointment. After that, you can come as often as you wish for any particular therapy (depending on therapist advice and bearing in mind that it is advisable to leave a gap of five or six days between treatments). The Centre can be very busy so please plan ahead if you want regular treatments and please bear in mind that TDF cannot always guarantee that you will be able to see a particular therapist on your preferred day or time. The Reception team will always endeavour to accommodate your needs and will be able to book you in with an alternative therapist to avoid you having to wait for a long period for an appointment, if you so wish.

Donations

TDF is a charity that gets no statutory or healthcare funding. TDF relies totally on donations. Donations help TDF ensure it can provide this much-needed therapy service to all disabled people, their families, carers and NHS. It costs TDF over £20 to deliver a treatment. Every donation helps and every donation is gratefully received. Please give generously if you can. TDF appreciates your support.

THE DISABILTY FOUNDATION Registered Charity No: 1076761

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Registered Charity No.1076761

ONLINE MEMBERSHIP/CODE OF CONDUCT FORM

Please note: TDF will call you to complete the enquiry on receipt of this form

Office use only	*Date:*	*D'base entry by:*	*Member no:*
Remove from Newsletter Mailing:	*yes / no*	*Carer name:*	
Consent obtained:	*yes / no*	*Consent for therapies:*	

Please read TDF's Code of Conduct carefully, then fill out all the sections and sign at the back:

- Please arrive at least 10 minutes before your appointment.
- You must declare if you are knowingly suffering from any transmissible infection (including colds and flu), at any time whilst receiving a treatment, (other than that declared on your client record form, and which is not deemed to present any major risk).
- If you have a carer or need help with transferring, TDF requests that you bring them with you ***to every visit***.
- Please ensure that areas being treated are hygienically clean *e.g. please wash your feet before reflexology, and bath or shower before a body massage* and please wear appropriate clothing that is easy to remove. Underwear must be worn throughout the treatment.
- If you take medication on a regular daily basis, please ensure that your appointment is scheduled for at least one hour after taking your dosage and/or finishes at least one hour prior to taking your next dosage.
- After treatment, it is recommended you drink plenty of water to help flush your system of impurities.
- Donations can be made by cash, cheque, Debit or Credit Card. If possible, please try to have the correct change with you.
- If you are late for an appointment, please understand that our therapists cannot make up treatment time afterwards because this delays following clients.
- All treatments times include time spent dressing and undressing, no extra time for this purpose is given.
- If you are unable to attend an appointment, you MUST give us 24 hours notice at all times, except in an absolute emergency (e.g. illness, extreme weather condition). **Failure to attend an appointment without giving 24 hours notice will deprive another member of a much needed appointment. Please be considerate and call TDF if you cannot attend.**

Please fill in all the sections and return with your membership payment & payment form.
Please print clearly. All information will be kept strictly confidential and in line with the Data Protection Act.
If you are under 18, your parent/guardian should read and complete this form.

Personal Details:

Client Name			
Title		***Date Of Birth***	
Name of Parent /Guardian (if under 18)			
Contact Address	***County***	***Post Code***	
Telephone Numbers	***Home***	***Work***	
	Mobile	***E.Mail***	
Name of Referring Hospital/Consultant/Doctor			
How did you hear of TDF?			

Please turn over

Client Status:

Disability (tick as applicable)		*Permanent*			*Temporary*
Disability name, type of disability or Medical condition (s)					
Carer role	Relative	Paid carer	Unpaid carer	NHS staff	Other:
Other status	Disability org/charity	Social Services	Health authority	Non disabled	Other:
If NHS/Carer, please state job title					
If NHS/Carer, please state where you work (eg hospital, department etc)					

Further Information on Disability/Medical Condition:

Medication (please state drug names and dosages)	
Are you, or is your child, allergic to anything?	

Please note: TEMPORARY DISABILITY covers recent operation or injury and recovery time

Emergency Contact Information:

Next of kin		**GP Name**	
Address *(if different from above)*		**Address**	
Tel Number		**Tel Number**	

For funding and research purposes only:

Ethnic origin					
How did you receive this form?	email	Fax	Post	In person	Other
Would you like TDF literature to be sent in an alternative format?	Braille	Tape	Language	Large Print	Other

I confirm, to the best of my knowledge, that I have disclosed any allergic reactions that I or my Child/Guardianship may have, and understand that TDF accepts no responsibility for any food/drink items consumed on the premises.
By signing this form, I accept and adhere to all TDF's Policies, Procedures and Guidelines. All Policies, Procedures and Guidelines are available on request.

Client Name *(please print)*	**Client Signature**	**Date**

FOR CLIENTS UNDER 18 ONLY

I acknowledge and accept full responsibility for all bookings relating to my Child/Guardianship under the age of 18 years. Please note, bookings for Under 18's will only be accepted from a child's parent or guardian.
I confirm, to the best of my knowledge, that I have informed the administrative and therapy staff if my child suffers from epilepsy/fits.

Parent/Guardian Name *(please print)*	**Parent/Guardian Signature**	**Date**

THANK YOU FOR YOUR CO-OPERATION

Oct 2015

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Registered Charity No. 1076761

TDF'S POLICY ON REQUESTING CONSENT LETTERS

The Disability Foundation (TDF) sometimes needs to request a doctor's consent letter for service users, prior to booking a complementary therapy treatment.

Why does TDF request doctor consent letters from some service users?

The charity's primary concern is for our clients' well-being. The charity works with vulnerable people with varying disabilities and complex medical conditions on a daily basis. TDF is a specialist provider of complementary therapies to that client group, promoting best practise and acting on advice from its highly experienced therapists. It is therefore imperative, and thus standard practice, that TDF finds out as much as possible about a client's medical history when they first call the Centre, prior to making a booking for treatment. Furthermore, TDF requests more information and/or a doctor's consent in the case of certain medical conditions and/or disabilities, because certain complementary therapies can sometimes be contra-indicated (which means that a particular treatment should not be used as it may be harmful to the client).

How would a doctor's consent help?

A hospital consultant/GP has access to more detailed background information, particularly if a client's history has been complex. Consent ensures treatment is not undertaken if there is a risk that symptoms/ conditions/disabilities could be worsened or the effectiveness of medical drug treatment could be altered. TDF's therapists work in a way that complements conventional medicine rather than as an alternative to it. Liaison amongst professionals is important so that each individual receives the best possible opportunity of care.

If a service user has been asked to obtain a consent letter prior to being able to book an appointment, does this mean he/she is being prevented from using the service?

Naturally we are aware that requesting consents or further information may be a sensitive issue and not the approach that suits everybody. It is also appreciated that this may initially seem a barrier, preventing someone from using the Centre. However, TDF genuinely aims to treat every client that contacts us and endeavours to overcome obstacles by obtaining consent so treatment can go ahead safely, although an initial booking may take slightly longer than in the case of clients who do not require consent. Moreover, TDF will always try to find an alternative option if a client is advised not to undertake their requested treatment.

Which service users will be asked to provide a consent letter from their doctor?

Service users who have or are suffering from, for example, cancer (active or in remission), inflammatory conditions (active or in remission), have a history of strokes and heart disease, will automatically be asked to obtain a consent letter. This list is not comprehensive or exhaustive however and users with other conditions may also require consent. This is normally decided after consultation with several therapy practitioners and remains at the discretion of TDF and/or the therapist concerned. Additionally, if a client is or has been on medication such as oral corti-costeroids, immuno-suppressant drugs or dialysis, consent will be requested.

Will TDF contact clients' doctor on their behalf and is there a charge for this service?

Most service users prefer to talk to their doctor themselves to request a consent letter. TDF is aware however that some users may not be able/may not wish to approach their doctor for consent and that doctors on occasion charge their patients for this service. In this case, TDF is able to write to doctors directly, at a client's request, so that the process is more straightforward and without charge.

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PROCEDURE FOR REQUESTING CONSENT LETTERS:

If you are a new user

- When you first telephone the Centre, the Receptionist will ask you a series of questions about your medical condition and medication.
- If your medical condition is contra-indicated as detailed below, the Receptionist will ask you to provide a Consent Letter from your GP/hospital consultant before they can book an appointment.
- The Receptionist may need to obtain further advice from therapists working at the Centre, prior to informing you whether there is a need for a doctor's consent letter or not.
- You should inform the Receptionist in writing if you would prefer TDF to contact your doctor on your behalf and should provide details of contact information as applicable.
- If you obtain the Consent yourself, you must forward a copy to TDF as soon as possible. TDF will then contact you directly in order to book an appointment as required.
- If TDF obtains the Consent on your behalf, TDF will contact you as soon as the consent arrives at the Centre.
- Please be aware that some doctors take longer than others to reply to TDF requests for consents. If you are concerned that you have not heard from us, please feel free to telephone us to check on progress.

If you are an existing member

- If you are an existing member and your medical situation changes, you may be required to obtain consent for a treatment that you have already undertaken.
- You should always inform the Reception team if your medical condition or medication changes.

MEDICAL CONDITIONS AND DISABILITIES FOR WHICH CONSENT MAY BE REQUESTED:

- Cancer (active, in remission, a history of)
- Strokes/history of blood clots
- Recent or multiple operations
- Inflammatory conditions such as Rheumatoid Arthritis, Inflammatory Bowel Disease
- Epilepsy
- Some cases of diabetes
- History of heart problems and/or angina
- Brittle bone disease and/or osteoporosis
- Some cases of Multiple Sclerosis
- Some cases of Cerebral Palsy

DRUG TREATMENT FOR WHICH CONSENT WILL BE REQUESTED:

- Oral corticosteroids (steroids)
- Immuno-suppressant drugs
- Dialysis
- Warfarin

PLEASE NOTE
THE LIST ABOVE IS NOT COMPREHENSIVE. THERE ARE OTHER MEDICAL CONDITIONS/ MEDICATION NOT LISTED ABOVE, FOR WHICH A CONSENT MAY BE REQUESTED

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For office use only

Date_____

Receipt No._____

Membership Payment Form

Individual Membership costs for one year (12 calendar months)

£20.00 Disabled and Carers £25.00 Non-Disabled

(Please circle appropriate price paid)

I would like to join TDF as an Individual member

Please tick as appropriate one of the following options:

- ☐ **I enclose cash payment**
- ☐ **I enclose a cheque made payable to "The Disability Foundation"**
- ☐ **I am making a card payment**
- ☐ **I am sending the Standing Order Mandate direct to my bank.**

Please fill in the following details. The Membership number will be allocated when you send the form back to us.

Membership Number	
First Name	**Surname**
Date of Birth	**Telephone**
Email address	
Address **Postcode**	

Donations: (This is a separate amount from membership fee. Membership fee is not considered a donation.)

I would like to donate £_____ to The Disability Foundation.

There is no obligation to make a donation but every penny will help us keep our services and equipment up to date and meet the growing demand for therapies. If you do give a donation, please accept our sincere thanks.

☐ **Gift Aid Declaration – If you are a taxpayer, please tick this box as TDF can benefit from an extra 25p for each £ you donate, at no extra cost to you.**

Members Please Note!

- If there is a problem with your payment (i.e. a cheque does not clear at the bank/ is returned to us), TDF will charge you a fee to cover administrative costs incurred as a result of this.
- Once the Membership Payment has been processed, we are unable to give refunds, either in full or half.

Please return this form with your payment to:

Membership
The Disability Foundation
Based at the RNOH
Brockley Hill
Stanmore
Middlesex, HA7 4LP

Email info@tdf.org.uk
Telephone 020 8954 7373
Minicom 020 8954 7413
Website www.tdf.org.uk
Tweet @tdftweet
Facebook facebookTDF

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STANDING ORDER FORM

the disability foundation

STANDING ORDER MANDATE

Please complete and send directly to your bank. Please print clearly.

STANDING ORDER MANDATE

The CO-OPERATIVE BANK

To..... Bank

Address.....

.....

Please pay **Co-operative Bank** 08-92-99

Bank — Branch Title (Not Address) — Sorting Code No.

For the credit of **The Disability Foundation Ltd** | 6 | 5 | 1 | 1 | 7 | 3 | 6 | 5 | X | 0 | 0 |

Beneficiary's Name — Account Number & Type

† The sum of First Payment £..... .....

Amount in Figures — Amount in Words

Commencing *(date)..... /*NOW £..... and thereafter every .....

Date of First Payment — Due Date & Frequency

* Until ..... £..... *Until you receive further notice from me/us in writing

Date & Amount of Last Payment

Quoting the reference ..... and debit my/our account accordingly

Please cancel any previous standing order or direct debit in favour of the beneficiary named above under this reference

Special Instructions .....

.....

.....

..... | | | | | | | | | | | | | | | | | |

Account to be Debited — Sort Code — Account Number

Signature(s) .....

.....

Date .....

Note: Please ensure signed in accordance with account mandate

Note: The Bank will not undertake to:
(i) make any reference to Value Added Tax or other indeterminate element
(ii) advise payer's address to beneficiary
(iii) advise beneficiary of inability to pay
(iv) request beneficiary's banker to advise beneficiary of receipt

* Delete if not applicable

† If the amounts of the periodic payments vary they should be incorporated in a schedule overleaf

FORM SO154 (01/00)

Please use your TDF Membership Number as the reference number.

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Registered Charity No. 1076761

Gift Aid Declaration – for past, present & future donations

Gift Aid your donation. Did you know that you could make your gift worth nearly a third more at no extra cost to you? For every pound that you donate TDF is able to reclaim a further 25p from the Inland Revenue. All you need to do is fill in the details below and tick to confirm that you are eligible, that is you pay sufficient tax to equal the amount that will be reclaimed.

Gift Aid Declaration

☐ I confirm I am a UK tax payer and want to offer all donations I have made to TDF since 6 April 2011 and any donations I make from the day of this declaration until I notify you otherwise, as Gift Aid donations.

Title…….First Name……Last Name……

Home Address……

……

……

……..……..Postcode……

Tel (home)……..Tel (work)……

Email……

Signed……Dated……

Please notify TDF if you:

- Want to cancel this declaration
- Change your name or home address
- No longer pay sufficient tax on your income and/or capital gains.

PLEASE RETURN TO:
THE FINANCE DEPARTMENT, THE DISABILITY FOUNDATION, BASED AT RNOH, BROCKLEY HILL, STANMORE, MIDDLESEX HA7 4LP

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Registered Charity No. 1076761

DONATIONS WELCOME

TDF gets no statutory or healthcare funding…..

TDF relies totally on donations….

TDF survives with your support!

Every donation directly contributes to keeping TDF's special Centre and Therapy Service running.

Thank You

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HOW TO GET TO THE DISABILITY FOUNDATION (TDF)

Sat Nav: **HA7 4LP** will bring you to the RNOH Hospital Entrance – see third point below.

- **Travelling north on the A41:**

At the roundabout where the A41 intersects with the A410, take the first exit onto the A410 (Spur Road) & follow the road until you reach the roundabout - this is Canons Corner with a petrol station and McDonalds on the left. At that roundabout, turn right (third exit) & go up Brockley Hill. At the top of Brockley Hill, immediately after Wood Lane on the left, take the next left into the Royal National Orthopaedic Hospital Main Entrance.

- **Travelling south on the A41:**

At the roundabout where the A41 intersects with the A5, take the third exit & after a few hundred yards, turn right into the Royal National Orthopaedic Hospital Main Entrance.

- **From the main RNOH Entrance on Brockley Hill :**

Proceed along the road straight through the hospital site. There are occasional signs for The Disability Foundation. Go past the main car parks, which will be on your left & your right.
**Carry on up a slight incline and pass the Orthotics Department which will be on your right – the building has a clock tower. If you are a pedestrian or require completely level access & automatic entrance doors, it will be best to enter via the Prosthetics Department on the left, just before the road bends left. There are a number of disabled parking spaces. Enter via the automatic doors, turn left, go through the double doors & left again into the long corridor – TDF Reception is on the right.
If a small step & non-automatic doors are acceptable, follow the road round to the left. The Disability Foundation is in the Louis Fleischmann Building immediately on the left. Park on the "cinder" car park area or on the road. Enter through the double doors under the TDF banner. TDF Reception is straight down the corridor, on the right.

- **From the Aspire entrance on Wood Lane :**

Keep left & go down the road to the T junction. At the T junction, turn left & carry on up the slight incline as above **

- **From Stanmore Hill:**

NOTE: This entrance/exit is only available Monday to Friday, 7am to 7pm.
From Stanmore Hill, turn left (if coming from Bushey) or right (if coming from Stanmore) into Warren Lane. Proceed for a few hundred yards until there are two turnings close together on the left. Take the second left, follow the lane round until you pass through the RNOH West Gate & follow the road to left. The Louis Fleischmann Building will be the first building on the right. If a small step & non-automatic doors are acceptable, park on the "cinder" car park area. Enter through the double doors under the TDF banner. TDF Reception is straight down the corridor, on the right.
If you require completely level access & automatic entrance doors, proceed round the bend to the right & look for the Prosthetics Department immediately on the right. There are a number of disabled parking spaces. Enter via the automatic doors, turn left, go through the double doors & left again into the long corridor – TDF Reception is on the right.

TDF's telephone number: 0208 954 7373

the disability foundation

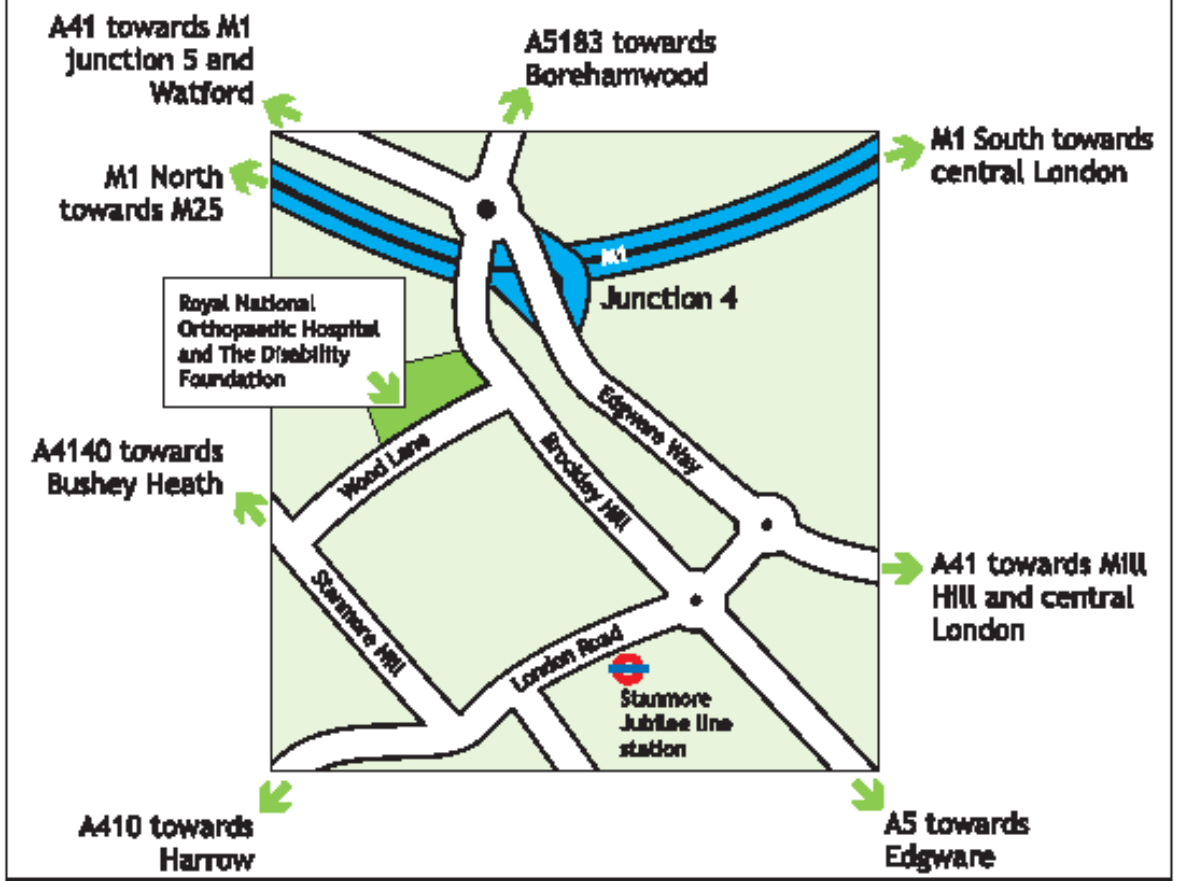
the holistic health charity for every body

Registered Charity No. 1076761

MAPS

Where to find the Disability Foundation

The Disability Foundation is based at the Royal National Orthopaedic Hospital, Brockley Hill, Stanmore in Middlesex



Tel: (020) 8954 7373 minicom: (020) 8954 7413 email: info@tdf.org.uk

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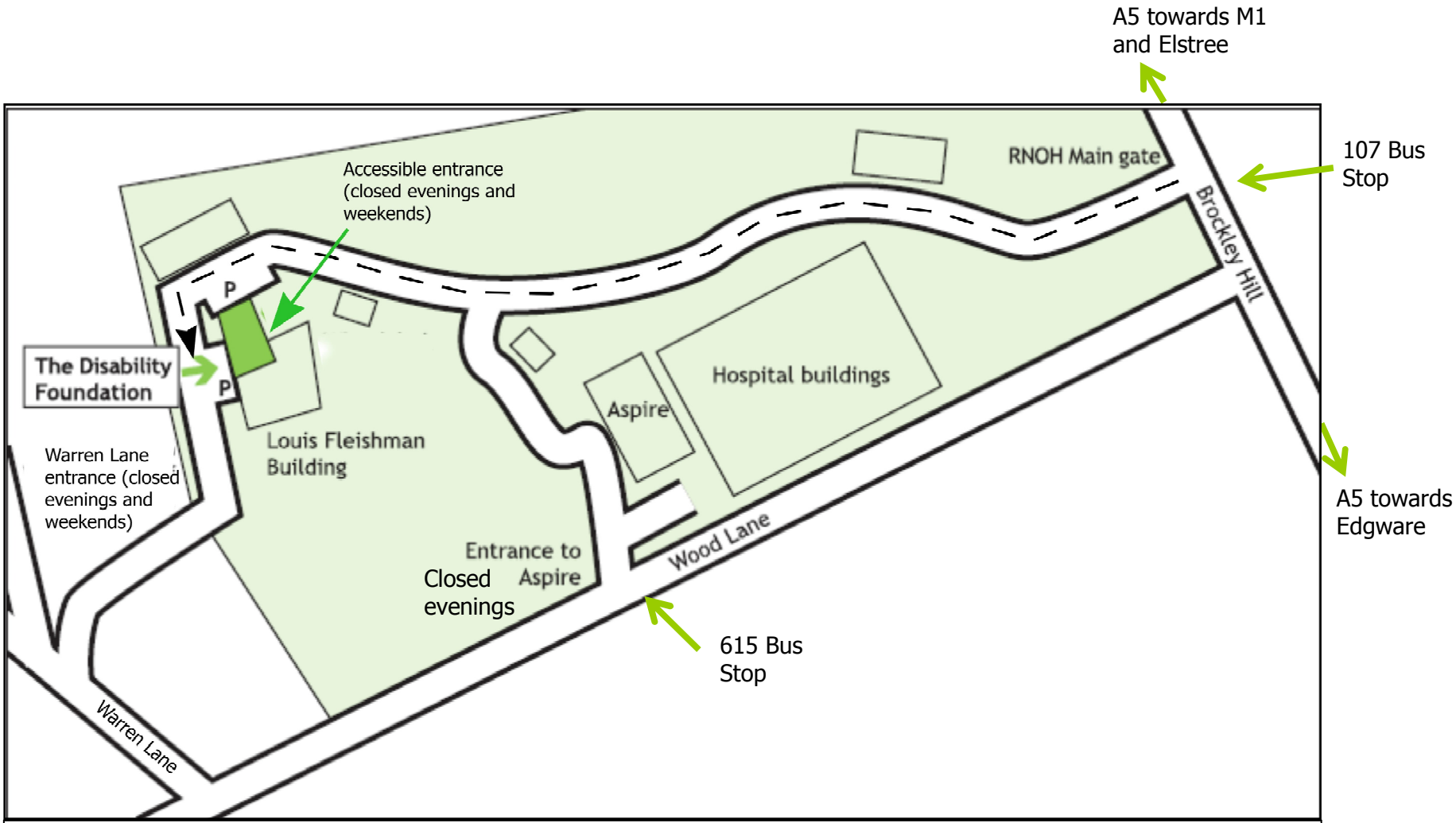
Map Showing Where TDF is at the Royal National Orthopaedic Hospital



Tel: 020 8954 7373 **E-mail: info@tdf.org.uk** **Website: www.tdf.org.uk**

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PUBLIC TRANSPORT to THE DISABILITY FOUNDATION

For further information, please consult the RNOH website:
www.rnoh.nhs.uk/home/find-us/stanmore-middlesex/stanmore-public-transport

Edgware (Northern Line)
Take the 107 bus from Edgware Bus Station, located outside the tube station, to the RNOH Gates on Brockley Hill. Allow *at least* 10 minutes to walk from the bus stop to The Disability Foundation.

Stanmore (Jubilee Line)
The RNOH is a 30 minute uphill walk or a ten minute taxi ride - taxis are available outside the tube station.

Alternatively take the *free* RNOH Courtesy Car from outside Stanmore tube station, Bus Stop A.

This service runs Monday to Friday only. No service on Saturday or Sunday.

First Service from RNOH to Stanmore: 06:00hrs
Frequency: Every 15 minutes throughout the day.
Last Service from RNOH to Stanmore: 20:45hrs

Vehicles pick up and drop off at Orthotics, Outpatients Department and the Main Gate only. The nearest stop to TDF is Orthotics. Then cross the road & enter via the Prosthetics Entrance.

Please Note:

This service can only accommodate *collapsible* wheelchairs.

This service does not currently accommodate children under the age of 4 years old as the cars do not carry car seats, only booster seats.

TDF's telephone number: 0208 954 7373

the disability foundation
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PRIVACY POLICY – SERVICE USERS

This privacy policy sets out how and why we collect, use and store your personal information.

Under the General Data Protection Regulation, we process your information using the lawful bases of contract, legitimate interests, legal obligation and consent.

Please note that wherever the term 'contract' is used in TDF's GDPR policy, it is in accordance with the definition provided within GDPR i.e. there is an agreement between two parties which meets the requirements of contract law.

You (the service user) enter into a contract with TDF when you contact us for information regarding our services and book in for a therapy. We need your personal information to fulfil our contractual obligations to you i.e. provide you with therapies.

We have a legitimate interest to process your personal information in order to provide you with complementary therapies. We would not be able to provide these therapies without your personal and health details. We will not be harming any of your rights and interests by doing so.

TDF will process your some of your personal details for Gift Aid purposes (first name, last name, house number, post code, details of donation dates and donation amount) only if you have given us consent for the same. We need to do this to fulfil our legal obligation to HMRC.

We will send you our periodic newsletters, fundraising events and marketing news as part of our membership contract with you.

In very rare cases, we might need your comprehensive medical notes from you GP and/or consultant. We will ask for your written consent before we do so.

If you are under 18 years of age, you must get your parent/guardian's permission before you provide any personal information to us.

<u>What information we process</u>

- Personal data – name, postal address, telephone number, email address, date of birth, ethnic origin, taxpayer status (for Gift Aid purposes)
- Health data – comprehensive data related to your health which includes medical conditions, disabilities, medications, surgeries, carers, doctor or consultant details (for purpose of obtaining consent letter if needed)
- Length of time that you have been coming to TDF
- Therapies that you have undertaken at TDF
- Donations that you have made to TDF

Why we collect your information

- To provide you with complementary therapies
- To ensure that the best treatment is provided to you as per your health conditions and that there are no contraindications of the therapy with your medical condition/s
- We ask for your doctor's or consultant's details in case we need to contact them to obtain a consent letter for you, so that you would be able to have a therapy at TDF. Again, this is to ensure that the best treatment is provided to you as per your medical condition/s and that there are no contraindications of the therapy with your health. In certain cases, we might contact your GP/consultant if we have any concerns regarding your health or if we need your comprehensive medical notes
- To process any donations that you may give to us for Gift Aid purposes with HMRC
- To send you TDF's newsletters, fundraising and marketing news

Who we share your information with

- TDF does not share any of your health related information with any outside agencies or third parties for any fundraising purposes
- TDF shares some details of your personal data – (first name, last name, house number, post code, details of donation dates and donation amount) with HMRC for Gift Aid purposes

How we keep your information safe

- We make sure that all client data is processed and stored in a confidential manner. All personal and health data is stored in locked cabinets, which are accessed only by authorised staff. Our database is password protected and is only accessed by authorised staff. All our IT systems are managed by CoopSys, who ensure that we have the necessary protection.
- All TDF's staff, therapists and volunteers are trained to handle personal and health data in a confidential manner.
- However, the transmission of information over the internet is never completely secure and as a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your data, we make every effort to try to ensure its security on our systems.
- We cannot be responsible for the privacy policies and practices of other websites even if you access them using links from our websites and recommend that you check the policy of each site you visit.
- We ensure that additional controls are in place for financial, sensitive and special categories of information, meeting regulatory and legal requirements for managing these types of information.

How long we keep your information for

- We will hold your personal information on our systems for as long as is necessary for the relevant activity and to meet any legal or regulatory requirement. This is to make sure that we can enhance the services we provide and to ensure that we do not communicate with you if you have asked us not to or to comply with the law.
- Whenever we process your personal information, we will ensure that we always keep your Personal Data Rights in high regard and take account of these rights. You have the right to object to this processing if you wish, and if you wish to do so please email info@tdf.org.uk or write to us at – The Disability Foundation, Based at RNOH, Brockley Hill, Stanmore HA7 4LP.
- You can request a copy of the personal information that we hold about you under the Data Protection Act 1998. If you would like to do so, please send a description of the information you would like as well as approved proof of identity to us at - The Disability Foundation, Based at RNOH, Brockley Hill, Stanmore HA7 4LP.
- In certain circumstances, you have a right to have the personal data that we hold about you erased. Further information is available on the ICO website (www.ico.org.uk). If you would like your personal data to be erased, please inform us immediately and we will consider your request. In certain circumstances we have the right to refuse to comply with this request for erasure. If applicable, we will supply you with the reasons for refusing your request.

How to change the way we contact you

- If you want to change the way we contact you or update your details or if you want to stop receiving any communications from us, please email us at info@tdf.org.uk or write to us at –
The Disability Foundation, Based at RNOH, Brockley Hill, Stanmore HA7 4LP
- Where you tell us that you no longer want to hear from us for marketing purposes, please be aware that we may still contact you for administration purposes or providing you with information you have requested or in helping resolve a query.