

10th April, 2020

**An important message for my community re: Coronavirus Covid-19**

I know there is a lot of uncertainty and I would like to share an important message with my community and clients as I share your concerns about Covid-19 and are committed to keeping you as informed as I can about this situation, the current and rapid changes and most importantly, keeping us all as safe and supported as possible.

Your mental health and wellbeing is of utmost priority and I am doing everything I can to maintain your current care plans and manage the uncertainty around coronavirus, while also ensuring you are safe and protected by following the current Covid19 infection prevention and control guidelines.

Counselling is not only an essential health service, currently we are being urged to continue care as mental health and anxiety is at an all time high! It is extremely important that you reach out if you are struggling with your mental health, stress or anxiety during this unprecedented challenge. My team and I are specialists in managing and supporting you during this challenge!

For the safety of yourself and staff we do make the following recommendations:

* If you are in any way unwell, please do not come to your appointment. I will waive normal cancellation fees even for non-attendance on the day in case of any viral illness. I do not require a note from your doctor. Alternatively, sessions can be done via zoom.
* I reserve the right to terminate your session if you attended unwell – but I know you won’t because you all care so much!
* As a standard caution, if you arrive early you do not wait in the waiting room any longer than is necessary. Take a walk around the block or simply wait in your car. Msg me that you have arrived, I will come get you!
* Your practitioner is now following strict Covid19 training recommendations regarding cleanliness, cleaning and preparation between clients which means sessions may run a little different to what you’re used to. Please be patient with me. We’re all learning new ways of being and aim to perform these at our very best.
* If you are unable to attend your appointment for any reason, please call to discuss. Measures are being put in place and I will endeavour to re-schedule you or offer an alternative solution. Depending on the appointment you have, we may be able to offer a zoom appointment or even just a call to touch base.
* Clients are still able to collect their nutritionals, however please follow the steps above.

These guidelines will be updated or varied to keep in line with the Federal Government’s and WA Health’s recommendations and as the information becomes available to us.

Attached is a COVID-19 infection prevention and control plan currently in use within my clinic.  The plan is in line with current Australian Government Health Department COVID-19 guidelines.

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| **COVID-19 Infection Prevention and Management Plan**  |
| Clean treatment table at commencement of day with alcohol solution over 60%. Hand hygiene to be completed prior to and after cleaning. |
| Clean treatment table and high touch surfaces (including doorknobs) with alcohol solution and paper towels between patients. Paper towels disposed after each clean. Hand hygiene to be completed prior to and after cleaning. |
| New towel is placed on the treatment table for each patient. |
| Hand hygiene performed in line the Hand Hygiene Australia ‘5 Moments of Hand Hygiene’* Practitioner to perform hand hygiene performed prior to treatment commencing
* Client asked to perform hand hygiene upon entering and leaving room
* Practitioner to perform hand hygiene at completion of treatment
* Practitioner to perform hand hygiene whenever leaving treatment room
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| Sliding door in treatment room to remain open during treatments. |
| Clients are requested not to attend if they have:* travelled outside of Perth in the last 14 days
* Been in contact with a confirmed COVID-19 case
* Symptoms of COVID-19 or any type of respiratory tract infection
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| Staff are monitoring all clients as they attend and not allowing entry if the client is exhibiting respiratory symptoms. |
| Additional times are scheduled between appointments to allow sufficient time for thorough cleaning |
| Whenever children are treated, parent / caregiver is to observe session from outside the room. |
| Where possible or if deemed necessary, consults will be performed online or via zoom. |