



## COVID-19 Operational Response for Client Therapy Sessions

When attending My Therapy House®, all clients and families are required to follow the directions below:

- All clients and attendees aged 12 years or older must show evidence of **full COVID-19 vaccination**, or a medical exemption to be allowed on-site. You may be asked to show your certificate at any time while at My Therapy House®.
- Children aged from 5-11 years must show evidence of COVID-19 vaccination, or a booking confirmation for their first dose within 2 weeks of turning 5.
- If a **client aged 5 or older is not vaccinated**, we will not be able to offer face-to-face therapy services. Instead, we can offer Telehealth sessions, emailed home programmes and/or video resources.
- If clients have **sniffles, coughs, sneezes, runny nose, fever, or any other cold or flu-like symptoms**, we will not be able to see them face to face. If caregivers notify us prior to their session, we may be able to arrange telehealth for that session, or reschedule to another time at our discretion.
- A full **cancellation fee** will apply if families arrive at the premises and are unwell or demonstrating signs of illness.
- Families will receive an email on the morning of every scheduled session with a link to our Vax & Health Declaration. This **must** be completed **prior to each attendance** at My Therapy House® for contact tracing purposes.
- **Families MUST wait outside the premises and phone reception on 8277 7002 on arrival.** We will confirm that a Vax & Health Declaration has been completed before asking you to come in.
- Unvaccinated Parents/Caregivers must **wait outside the premises**, either in their car or in the park opposite My Therapy House®, and **phone reception on 8277 7002 on arrival**. Please do not enter the premises. We will collect your child from the car, or meet them at the gate.
- **One fully-vaccinated caregiver per client** will be allowed to attend any therapy session. All attendees must be accurately recorded on the Vax & Health Declaration.
- Face-to-Face sessions are limited to **40-45 minutes** (depending on resources used) to allow for the therapy rooms to be thoroughly cleaned after each session so all children, families, and staff remain safe, and to minimise the time spent on-premises and contact between different families. The cost of sessions is **\$193.99 per therapist**. Telehealth sessions are 45-50 minutes long, depending on the resources used.
- All attendees will have their **temperature taken** on arrival. This includes staff, clients, and parents/caregivers. Abnormally high temperatures will be retaken after a short wait. If still high, clients will not be able to attend that session.



#### MY THERAPY HOUSE

- Everyone attending the premises will be required to **wash their hands using soap and water and dry thoroughly** when entering My Therapy House® and before leaving. While we prefer hands are washed with soap and water, hand sanitiser may be used instead if required. **Children are to be supervised to wash or sanitise their hands.**
- There is **no waiting area on-site**. Parents/Caregivers will need to return to their car or wait in the park across the street unless prior arrangements are made. When returning to collect the client, please wash your hands.
- **Outside play areas are not currently available before or after sessions**, and are used under the supervision of a therapist during sessions; not for general play, unless prior arrangements are made.
- Staff will have **hand sanitiser available** in rooms.
- We require families to **leave the premises** as soon as they have washed and dried their hands or used sanitiser after their session.
- As we are operating a contactless practice as much as possible, an electronic Service Delivery Record will be sent after each session. **Please sign this as soon as possible**. This is an NDIS requirement and your proof of attendance. The NDIS conducts Provider and Client audits on these records.

### COVID-19 Contact

Although schools are allowing classroom contacts to monitor symptoms and continue attending classes, My Therapy House is defined as a high-risk setting. This means that if you or your child is a:

- Classroom Contact (Child): Do not attend My Therapy House® for 14 days from the last contact;
- Close Contact (Anyone in your household): Do not attend My Therapy House® for 14 days from the last contact;
- Any Positive Case in your household: Do not attend My Therapy House® for 14 days from the start of the isolation period.

If you need to stay away from My Therapy House® due to COVID-19 isolation of any sort we can:

- Arrange telehealth sessions during your child's regular session time;
- Prepare resources for you such as visuals for routines or social stories to help children understand what's happening;
- Record videos for you and your child to watch and play along with;
- Arrange a video or phone meeting with your child's therapist to discuss strategies or concerns.

Please note that our usual cancellation policy still applies, as detailed in your Service Agreement – we charge a full cancellation fee if you give us less than 48 hours' notice that your child will not be attending their session.

[You can find the current SA Department for Education advice here.](#)

We will be reviewing these practices regularly, and keeping families notified of any changes. Clients' schedules may need to change to ensure we can adequately implement the Federal and State governments' COVID-19 heightened hygiene and social distancing guidelines.



## Frequently Asked Questions

### ***COVID-19 vaccination is not compulsory for all Australians. Why do I have to be vaccinated against COVID-19 to attend My Therapy House®?***

Many of our clients are immune-compromised. This means that if they are exposed to contagious diseases they can become more ill than the general population -- in some cases critically ill. Vaccination, in conjunction with hand-washing, social distancing, and personal protective equipment contributes a great deal to a reduction in the severity of COVID-19 infection, as well as reducing its transmission. We have a duty of care to minimise the risk of serious illness to our clients, their families, and our staff, and one of the ways we can minimise the risk of COVID-19 infection or transmission to our most vulnerable clients is to ask that those who are eligible for vaccination please take up the option.

### ***Why do we still need to follow these rules?***

Measures are in place because we need to ensure a safe clinic and working environment for everybody. We are required to follow government directives and guidelines while there is still the chance of infection from community contact, and with outbreaks still appearing periodically, it's important that everyone remains vigilant.

### ***My child can't wash their hands properly. Can they still attend face-to-face therapy?***

Hand hygiene is one of the most important aspects of infection control for resuming face-to-face therapy. Our preference is for thorough hand-washing, however we have hand sanitiser available if required as an alternative.

### ***I have a runny nose but my child is fine. Can we still come to our session?***

No. If any person planning to attend has any cold or flu-like symptoms you are required to stay home. We can still deliver the session via telehealth, if appropriate.

### ***Why are the face-to-face sessions only 40 minutes, and why do I still need to pay for the full hour?***

We have a duty of care towards all staff, families, and visitors to My Therapy House®. While the contact time with clients is reduced, staff are still working the full hour for the safety of your child and family to ensure we continue to provide our high standard of service. We need to ensure therapy rooms, equipment, and communal areas are sanitised thoroughly between sessions, in addition to writing detailed session notes for each client. This also eases the transition in and out of My Therapy House® for families.

**If you need to speak with your child's therapist about any concerns or questions please let them know at the start of the session** so they can finish earlier to accommodate you. Alternatively, you may email your child's therapist between sessions, or call us on 8277 7002 to book time for a phone call.

### ***What if my child doesn't leave after 40 minutes or cannot cope with the changes in the clinic?***

We understand individual profiles and will address each child's issue separately and work with the caregivers to come up with a solution that suits the child as well as meets the government requirements to ensure everyone's safety and health are addressed to the best of our ability during this time.

### ***My child can't cope with Telehealth / I don't believe my child gets anything out of Telehealth. Why can't we come in for face-to-face sessions?***



MY THERAPY HOUSE

We understand that Telehealth may not be a suitable alternative to face-to-face therapy for some families, and we respect that there may be some who decline this option. Our Workplace Health and Safety Handbook specifies that we have a duty of care to ensure all staff, clients and parents are protected while on-site at My Therapy House®, and asking that everyone on-site is vaccinated is one way to ensure this. Telehealth could take a number of forms apart from the traditional video call -- we can record videos for clients to watch, we can have family support sessions via zoom, or we could prepare other resources that families can use at home and in the community. Please speak with your therapist about other creative ways we can provide services.

**We thank you for your understanding and support during this complex time. As a team, we have put a lot of thought and reflection into our processes, keeping in mind our Duty of Care, Work Health and Safety, and Client Accessibility policies and obligations. These are measures we are implementing for the safety of all.**