



MY THERAPY HOUSE

## Infection Control for Client Therapy Sessions

**All families are provided with an up-to-date copy of this document when they receive a new Service Agreement. It is also available on our website.**

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

- We **strongly recommend** that all clients, families, caregivers and visitors to My Therapy House over 5 years of age be **fully vaccinated against COVID-19**.
- If clients are **unwell**, or experiencing **even mild cold-like symptoms**, they **must not attend** My Therapy House and should contact Reception on 8277 7002 to make other arrangements or cancel the session
- Everyone attending the premises is required to **wash their hands using soap and water and dry thoroughly**. While we prefer hands are washed with soap and water, the provided alcohol-based hand sanitiser may be used instead if required. **Children are to be supervised to wash or sanitise their hands**.
- Clients, Families, caregivers and visitors to My Therapy House may **choose to wear a disposable surgical mask** while on the premises, however, this is **not currently a requirement**.
- If caregivers are not taking part in the session, they are asked to **collect their child/ren promptly** at the end of the session. **Extra fees will be charged** where staff are required to supervise unattended children outside session times.
- Families will receive an email on the morning of every scheduled session with a link to our Health Declaration. This **must** be completed **prior to each attendance** at My Therapy House.
- If the client has **concerns** about My Therapy House's Infection Control Response they should **contact their therapist, Administration staff, or the Director** directly to discuss their concerns. My Therapy House will endeavour to **address these concerns** while continuing to keep the risk of infection for all staff and families as low as possible.
- If clients are **not able to attend** a face-to-face session for any reason they can **reschedule to another time** pending availability. As per the Client Service Agreement, all cancellations within 48 hours will incur a fee if the session is not rescheduled or **changed to Telehealth** or an alternative method of service provision agreed upon.
- All clients and their family members are encouraged to be **vaccinated against Influenza** where appropriate.
- A full **cancellation fee** will apply if families arrive at the premises and are unwell or demonstrating signs of illness.
- We ask families to please **wait outside** the premises and **phone reception on 8277 7002** on arrival.



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- Sessions are limited to **40-45 minutes** (depending on resources used) of contact time to allow for the therapy rooms to be thoroughly cleaned and sanitised after each session, and to minimise the number of people on-site at any time. The cost of sessions is **\$193.99 per therapist**. Telehealth sessions are 45-50 minutes long, depending on the resources used.
- **Outside play areas** are used under the supervision of a therapist during sessions. The area is not available for general play unless prior arrangements are made.
- Staff have **hand sanitiser available** in rooms.
- 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**. If you are an NDIS participant, this is an NDIS requirement and your proof of attendance. The NDIS conducts Provider and Client audits on these records.

## COVID-19 Contact

For more information about COVID-19, call the free 24-hour National Coronavirus Helpline on 1800 020 080.

If you suspect that you have come into contact with a positive COVID-19 case, take a Rapid Antigen Test (RAT). You may not see a positive result for the first 24 hours. If symptoms continue to develop without a positive RAT, follow SA Health's advice regarding isolation periods and contact your GP.

Please note that My Therapy House is a High-Risk Setting, and SA Health guidelines around these types of settings apply:

- **Cases** – A person with COVID-19 should stay home until symptoms have cleared (usually 5 to 7 days).
- **Contacts** – Close contacts are recommended to continue monitoring for symptoms, get tested and stay at home until symptoms have resolved.

## Other Infectious Diseases

- Inform the Director as soon as possible.
- Quarantine immediately, following [current exclusion recommendations](#), and seek medical support as soon as possible if required.
- The Director will notify staff and any other affected clients as necessary. Client confidentiality will be maintained at all times.

## Frequently Asked Questions

### ***COVID-19 vaccination is not compulsory for all Australians. Why does My Therapy House prefer clients and visitors to be vaccinated?***

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, has been proven to reduce the severity of COVID-19 infection, as well as reducing its transmission. We have a duty of care to



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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 to please take up the option.

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

Infection control measures are in place because we need to ensure a safe clinic and working environment for everybody. While COVID-19 greatly increased awareness of infection control and good hygiene, these good practices also reduce the risk of other infectious illnesses.

***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, and parents can assist children to do this using the visual chart we have on the wall next to the sink. We also provide alcohol-based hand sanitiser 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 they 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?***

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?***

Workplace Health and Safety guidelines state that we have a duty of care to minimise the risk of harm for all staff, clients and visitors while at 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. 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 phone, 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.**