

# Covid 2022 Policy



## Lit Therapy Covid 19 Policy 2022

### Introduction

As Western Australia begins to experience Covid outbreaks and opens up our borders (at some stage), our clients and team are likely to be exposed to Covid. As such we feel it is important to be clear about our approach to managing Covid in 2022.

Lit Therapy is committed to continuing to provide mental health services to our community and will endeavour to do this in a safe and supportive way

We have a number of individuals that access the service (staff and clients) who are vulnerable to Covid or have loved ones at home that are unable to be vaccinated or at risk of severe illness if exposed. To ensure we are all as safe as possible and to limit the anxiety of these vulnerable individuals we are taking a cautious approach.

To do this, we will be maintaining some practices and implementing new ones in an effort to minimize risks to staff and clients of transmission of Covid-19 at our practice. Our practices will be underpinned by local and national directives, as well as guidelines recommended by the Australian Health Practitioners Regulation Agency (AHPRA). If these directives change at any time in the coming months, we will also be required to change our practices.

We appreciate the understanding and support of our clients and their families while we manage in these changing times.



## Keeping Safe

- All staff working on premises are fully vaccinated.
- Please contact us to change your appointment to Telehealth if:
  - You are experiencing even mild cough or cold symptoms
  - You or someone close to you has been identified as a close contact of a current Covid case
  - You or someone in your household is awaiting Covid Test results
  - You have been directed to isolate or you are in lockdown
- Staff will change appointments to Telehealth if any of the above conditions apply to them.
- Please arrive on time for appointments and limit use of waiting room
- Where possible we ask that only one support person enter the building with the client if necessary (they will be required to show proof of vaccination).
- Please check in upon arrival using our Safe WA QR code
- If mandated, please wear face masks (age 12+)
- Our practice will be cleaned and sanitized regularly, with door handles being wiped between every client.

## Service Delivery

- Face-to-face support will be provided to all people aged 12+ who are able to show proof of being fully vaccinated.
- From 1<sup>st</sup> February, vaccination certificates must be sighted (you can email, photograph or show us on arrival) prior to service being provided. Your client record will be updated and no further proof is required.
- Telehealth therapy will continue to be available for all clients, regardless of vaccination status.
- Telehealth appointments can be booked with your regular therapist if you do not wish to provide your vaccination status.
- If you have a Covid-19 Vaccine exemption please contact us as soon as possible to discuss how we can support you.

- On completion of any Telehealth appointments, the friendly Lit Therapy Admin team will call you to process your credit card or provide details for direct payment. They will then process any Medicare claims. We will not be retaining any credit card information on file.

## Cancellations

- If a Covid directive prevents you or your therapist from attending the practice, your face to face appointment *will not be cancelled* but will automatically be converted to a Telehealth appointment (phone or video).
- If you provide more than 24 hours notice that you will not be attending an appointment as a Covid directive prevents you or your therapist from attending the practice, you will not be charged if you decline our offer of a Telehealth appointment. Please note, however, there will likely be delays in rebooking appointments.
- If you do not provide 24 hours notice (of attendance to Face to Face or Telehealth appointment) our Cancellation policy will apply.
- If a health directive prevents you or your therapist from attending premises within 24 hours of your appointment time, our Cancellation Policy will apply if you decline an offer for your appointment to be converted to Telehealth.
- If you are too unwell to participate in therapy via Telehealth, and are unable to provide 24 hours notice, please provide a medical certificate.
- Please discuss with your Psychologist if you have any concerns or questions about this policy.

## Responding to a Possible or Confirmed Case of Covid at Lit

- Public health officials are responsible for responding in the event that a person with possible or confirmed Covid-19 infection enters a premise.
- If we become aware that a confirmed case of Covid has attended our practice while likely infected we will seek guidance from WA Health and follow their advice.
- We will assist public health to identify close contacts by providing them with our contact register. Only essential personal contact details will be disclosed if necessary (ie. More is required than Lit Therapy contacting all clients).
- We will notify you as soon as possible if any Covid exposure affects you, or our ability to provide face to face services to you.