

23<sup>rd</sup> March 2020

To our wonderful clients,

With the outbreak of COVID-19, known as coronavirus, we are naturally concerned about your health, and the health of our practitioners and staff. Like most Australian businesses, we see the need to explain in more detail the precautions taken by our practice to remain clean and to keep our patients and their families safe. In addition to paying close attention to the Australian Government, World Health Organization, Australian Physiotherapy Association (APA), OTA and SPA updates, our practice is being proactive in our business operations to ensure the safety of our community.

What we're doing to ensure continuous health safety:

- Practitioners and staff are staying at home when feeling cold or flu-like symptoms;
- Staff follow strict hand hygiene before and after each patient, in room and behind reception;
- Alcohol-based hospital grade hand sanitisers are in all practices for use on entry by staff and patients alike;
- Awareness posters on symptoms and hand washing etiquette are on display and updated according to recommendations from the World and Australian health organisations;
- Surfaces are cleaned several times a day with hospital grade disinfectants.
- All exercise equipment is thoroughly cleaned with hospital-grade disinfectant between each use

What you can do:

- Stay home when you don't feel well.
- Travel with your own hand sanitiser if you can.
- Greet each other without touching. Leave hand shakes and hugs until things settle.
- Wash your hands often: before, during and after preparing food, before eating, after going to the toilet, blowing your nose, sneezing, coughing, touching garbage – and for people working in retail and customer service, after handling cash or credit cards, or touching surfaces that others have!
- Avoid paying with cash as much as possible;
- Use hand sanitisers with at least 60% alcohol to protect against viruses.
- When buying sanitising products, watch out for the alcohol substitute benzalkonium chloride, which isn't as good at killing virus germs.
- Eat well, keep hydrated, exercise to keep your immune defence strong.
- Remove yourself from communal places to cough and sneeze

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ABN 27 634 144 853

**Physiotherapy** ☘

**Occupational Therapy** ☘

**Speech Pathology** ☘

**Psychology** ☘

**Exercise Physiology** ☘

**Remedial Massage Therapy** ☘

- Blow your nose away from other people (at least 5 metres away) and wash your hands afterwards - if you are in public when symptoms arise.
- In your workspace, clean your station before and after use.

**For Pilates classes:**

- Socks must be worn when using equipment
- We are asking clients to maintain the WHO recommendation distance of 1 metre between mats when attending a class where mats are used.
- Therapists are not permitted to perform any hands-on assist - verbal assists only.
- We ask that you clean your hands with the hand sanitiser when entering the studio located at reception.
- We ask that you wash hands before and after classes and dispose of all paper towels thoughtfully.

**Your booking:**

If you have an existing booking, we are happy to report that we are open for business as usual and look forward to looking after you and want to let you know that we are doing everything possible to provide you with a safe and secure in-room treatment experience.

If you are feeling unwell please cancel your appointment.

**Stay informed and connected!**

Because we care, we want to remind you that in times like these, our mental health can take a hit. Make sure to talk to friends, family and seek professional medical advice. Limit your exposure to sensational media, and stick to the facts. Lean on us and your own community!

Most importantly, remember to breathe through it all.

Please feel free to call us if you have any questions regarding your upcoming booking.

Yours truly,

Joshua Hay  
Practice Principal  
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