

Sickness and Symptoms Policy

We ask that families are mindful of illness, and endeavour to keep our team safe and healthy.

1.0 Sickness and Symptoms

1.1 You are required to let us know prior to your appointment via admin@tellmeall.com.au or 0451 692 468 if the client or someone in the household has:

- i) COVID, RSV, influenza and/or gastro;
- ii) hand-foot-mouth disease;
- iii) lice;
- iv) flu-like symptoms, such as fever, cough, sore throat, nasal congestion or runny nose, vomiting or diarrhoea, rash that is new or unexplained, red/ itchy/ gunky eyes;
- v) been diagnosed with a contagious or infectious condition or parasite (e.g., scabies).

1.2 You are required to let us know prior to your appointment if you are aware of any contagious 'outbreaks' in settings to be attended outside of the household, such as day cares, preschools or schools;

1.3 If the client or someone in the household has tested positive for any of these conditions or is exhibiting symptoms:

- i) you may be required to cancel the appointment (please see our *Cancellation Policy*);
OR
- ii) virtual/ Telehealth sessions may be available as an alternative during to the usual session time, at the discretion of your therapist;
OR
- iii) you may request the therapist utilise the usual session time to complete indirect work that would continue to work towards the client's goals. This may include creating visuals, developing social stories, contacting team members (e.g., GP, psychologist, teacher, as available for contact), providing at-home activities or resources, etc.

1.4 If you have not informed staff prior to your appointment of any conditions or symptoms, and a therapist attends the appointment and observes them, the session may be ceased early at the discretion of the therapist, and the full appointment fee will be charged.

1.5 Therapy may recommence when:

- i) at least 48 hours have passed without symptoms (without medication);
- ii) symptoms are mild and no longer contagious;
AND
- iii) the individual is well enough to actively participate in therapy.

2.0 Cancellations & Make-Up Sessions

2.1 We understand that illnesses can happen unexpectedly. Please notify us as soon as reasonably possible if you need to cancel due to illness. We will do our best to reschedule your session or offer a Telehealth alternative, where appropriate.

2.2 Cancellations, including those related to sickness and symptoms, are subject to our *Cancellation Policy*, contacting admin@tellmeall.com.au.

We appreciate your support in maintaining a healthy environment for all. Following these guidelines helps protect vulnerable clients, protects our staff, and allows for more effective therapy.