



Re: Updated Practice Policies regarding Covid-19

Hello Everyone!

At True Balance, We are mindful of concerns regarding Covid-19 and wanted to write to you to address any questions you may have. As practitioners in a healthcare setting, we would like to reassure you that our clinic is committed to the health and safety of all visitors and have put in place several measures as precautions.

What precautions have we implemented?

Alcohol based hand sanitizer is available in our waiting area and in therapy rooms.
Handwash/soap is available in all bathrooms.
We wash our hands thoroughly between each patient appointment and may refrain from shaking hands.
High frequency touch areas such as door handles are cleaned between each patient.
Elevator buttons and common areas are regularly cleaned.
Tissues are available in our waiting area and in therapy rooms.

What implications are there in terms of privacy?

In the event that our staff or any of our patients or visitors (as the case may be) contract Covid-19, we may be required to disclose names and contact details of people we have been in contact with to **the CDC**, as well as the nature of our contact. We will protect your privacy in as much as is possible, whilst giving necessary information.

Our commitment to you

In the event that a member of our team contracts Covid-19, we will self isolate until confirmed clear of the virus and offer all sessions online if I am well enough.

Our requests

1. We request that you wash your hands thoroughly upon arrival at our clinic.
2. We request that you do not visit the clinic for at least 14 days if you have returned from countries with outbreaks listed on the CDC.GOV website, even if you do not have any symptoms.
3. We request that you do not attend your appointment if you are unwell with any cold, cough or 'flu like symptoms. If you do attend with any such symptoms, you may be asked to return home.
4. If you are experiencing mild symptoms but would like to still attend, we will use reasonable efforts to offer the appointment online. We will ask you to complete an Online Therapy Contract if you have not already.

The following cancellation policy applies:

Cancellation policy

1. You can rearrange or cancel appointments up to 24 hours without incurring any fee before the appointment time.
2. If you are unable to give 24 hours' notice or you miss the session without giving notice, payment will be retained except in the case of unpredictable and serious personal emergencies (which we will decide at our discretion). We will always try to offer another appointment if you have to cancel at short notice.
3. If you are unable to visit the practice due to exposure or isolation, we are able to offer TeleHealth to you.
4. If your practitioner is unable to attend the session for any reason, we will advise you at the earliest opportunity. No fee will be payable in this circumstance.