



Dee Wardrop Speech Pathology Pty Ltd
Date of last amendment: 21/06/2024

HEALTH AND SAFETY AT DEE WARDROP THERAPY

The health, well-being and safety of all our families and therapists are important to us at Dee Wardrop Therapy. We are continually looking at ways to provide a safer and healthier environment for therapy practices. Did you know that many of our clients and employees in the healthcare industry have a higher risk of being exposed to virus', including COVID-19?

Medical Issues and First Aid

We ask that you help us deal with any medical situations by:

- Including any current medical issues in the initial questionnaire about you, your child or the adult bringing your child. These are issues that you feel the clinic and therapist should know about – conditions such as anaphylaxis and severe allergies, asthma, epilepsy, diabetes.
- Bringing any medication you or your child needs (Ventolin, EpiPen, Insulin, etc.)
- Becoming familiar with the clinic's First Aid kit location

Food and Drink in Sessions

It is important to stay hydrated so we encourage the use of water bottles, breastfeeding and baby milk bottles in the session. You are welcome to bring snacks for your child, but we prefer these to be eaten in the waiting area before or after your session. Please consider other clients and potential allergies when choosing and handling your food, in addition to thoughtfully disposing of and cleaning up rubbish. If food is part of your therapy, follow your therapist's instructions regarding bringing food into the session.

Safety and Hygiene of Resources

We regularly clean our toys and games at the clinic. Your therapist will check for damages/safety issues and age suitability before use, however, as many families are using these resources, we ask for your help by:

- Reporting any damaged toys located in the waiting area to reception or your therapist

- Supervising your child and any siblings when playing with games and toys, especially younger siblings who may like to 'mouth' small objects
- Wiping any toys that have been placed in mouths or advising your therapist which toys need to be disinfected

Access to Clinics

Please review the Clinic information (available via the link on our Find Us page) prior to attending your first session. This has important information regarding our clinics, parking and accessibility. Not all clinics have the same level of accessibility. It is the client's responsibility to make sure that they can safely navigate stairs/hallways etc. If you believe that you or your child may have difficulties doing so, please call our reception and we will try to offer you an appointment at one of our other, more accessible clinics or an appointment via telehealth. In order to keep all our clients and staff safe, we ask that you make us aware of any mobility issues prior to your first appointment, or as soon as they arise.

General Health and Well Being

We care about the health of our families and therapist, and therefore encourage families to:

- Please call the clinic 48hrs before your appointment if your child appears unwell and you need to reschedule
- Use good hand hygiene practices – handwashing in the bathroom, a hand sanitiser pump is available for all in the waiting area and in every clinic room

Infection Control Practices

At DWSP, we uphold high clinical and sanitation standards by following our infection control policy. Our practices include:

- Following Hand Hygiene Australia's guidelines.
- Maintaining social distancing as often as appropriate.
- Engaging in telehealth consultations to reduce social contact.
- Disinfecting and wiping down surfaces after interactions.
- Cleaning rooms daily.
- Educating our staff on best practices.

- Sterilizing and cleaning equipment.
- Providing hand sanitizer or handwashing stations.
- Regularly cleaning high-touch areas, such as reception and door handles.

Cooperation During Illness

We ask for your cooperation by contacting us to cancel or reschedule appointments if you or your child is experiencing flu, cough, or cold symptoms, have recently traveled overseas, or have been in contact with someone with a confirmed case of COVID-19. Alternatives to in-clinic appointments include:

- Telehealth (via Zoom).
- Parent phone consults.
- Providing a case review, progress summary letter for teachers, and resource planning.
- If a client, family member, or clinician exhibits symptoms of illness or is awaiting COVID test results, all appointments will be conducted online until symptoms resolve. We retain the right to decline any in-clinic appointments and request that individuals showing concerning symptoms leave our premises upon arrival.

Commitment to Your Wellbeing

You can rely on us to support your personal health and safety during this time. Our commitment to your wellbeing is our priority, now and always. From the entire team at DWSP, we thank you for your cooperation and understanding.

Thank you for your support!