

## **PSYCHOLOGY ON HAY -JOZAY LONGDEN- COVID-19 POLICIES AND PRACTICES**

**From 24<sup>th</sup> January 2022, Psychology On Hay -JOZAY LONGDEN -** will be implementing the following policies in order to provide the safest possible practice, and to manage and minimise the risks of COVID-19 transmission at her premises. These new policies are underpinned by local and national directives and guidelines, as well as Safe Work Australia guidelines. They also incorporate industry-specific recommendations from the Australian Psychological Society (APS). Jozay will continue to update you if and when her policies change as a result of changes to these directives, guidelines and recommendations.

- All clients will need to wear a face mask when attending POH premises – including in your session.  
***Please note that you will need to bring your own mask as we have no spare masks at POH.***
- You must check yourself in, and anyone accompanying you, using the Safe WA QR code – located on the front desk in the reception area.
- Please use hand sanitiser upon entering. Staff will wipe down door handles and chairs with disinfectant regularly, but use of sanitiser is also recommended.
- Please try to limit your time in the waiting room, and the number of family and friends waiting in the waiting room. The waiting room is unventilated.
- POH will no longer be providing drinking water or pens. Please ensure that you bring your own water and pen for note-taking.
- Please do not attend the session in person if you feel unwell. If you feel well enough to proceed with the session, please contact Jozay to request a Telehealth session. Similarly, if a Covid directive (such as being a close contact or a family member being unwell) prevents you from attending in person, contact Jozay to switch to telehealth.
- In the event of a possible or confirmed positive COVID-19 case attending our practice we will support public health officials with contact tracing and follow their advice.
- Jozay is fully vaccinated and undertakes to continue to receive boosters as recommended. Digital copies of her vaccination status can be made available on request.
- If Jozay is unwell but able to work, or needs to work from home because a family member is unwell or has been deemed a close contact, you will be contacted and offered a Telehealth appointment instead.

### **With Effect From Monday February 7<sup>th</sup> 2022**

- Face-to-face sessions will only be available to people who are fully vaccinated and can provide Jozay with a digital copy of their vaccination certificate, or suitable evidence of a permanent or temporary exemption from vaccination.
- If you require someone to attend the waiting room with you, they will also need to be vaccinated and will need to show their vaccination certificate.
- Telehealth sessions will be available for anyone who does not wish to be vaccinated or is unable to provide a vaccination certificate.

### **Cancellation Policy**

- A late cancellation fee applies if you do not attend your appointment or cancel with less than 24 hours' notice. This may be waived at Jozay's discretion if you become unwell in the 24 hours prior to your appointment, and you can demonstrate why a Telehealth appointment is not viable as an alternative.
- If you do not attend an appointment with no notice given, the fee will be charged.

**Please feel free to discuss with Jozay if you need clarification on any of these steps.**