

## Covid-19: Protocol during your visit to the practice

1. Face to face consultations (therapy sessions and/or assessments) will be conducted only when deemed essential. Such interventions are essential if a person's healthy functioning/wellbeing depends on it. Essential services may include:
  - **Urgent therapeutic intervention**, such as with suicidal ideation, depression, anxiety, panic attacks, abuse, deviant behaviour or challenging behaviour for example related to ADHD.
  - **On-going therapy** depending on the person's mental state and functioning.
  - **Neuropsychological, psychoeducational, psychological assessments** to assist the referring agent with diagnosis, treatment options, urgent questions regarding ability to function.
2. Only attend appointments if you are completely symptom-free. Should you experience any upper-respiratory tract infections or symptoms or cold/flu-like symptoms (coughing/sneezing/fever/difficulty breathing), please make use of online consultations or reschedule your appointment.
3. **No therapy will be done with young children** who cannot understand or adhere to social distancing. **No play therapy with children under the age of 12y** during this time because it is not possible to successfully sanitize all the play therapy materials between sessions. Instead, parents will be supported telephonically or via e-mail. Support/sessions to be charged according to time spent on e-mails, telephone calls or video sessions. A mutual agreement will be put in place in order to accommodate every person within the current fluctuating circumstances.
3. During **assessments only essential materials** will be used and will be sanitized with alcohol solution before, during and after handling. The same goes for the immediate assessment area, objects and furniture. Distancing will be kept at 1 meter by using the length of the table.
4. **No more than one client will be allowed in the consultation room or reception area.** Our receptionist will be present to offer sanitizer on arrival and will keep her distance. Unfortunately, there will be no waiting in the waiting room (such as parents). Papers, pamphlets, toys and magazines will be removed from the reception area. Also, no coffee/tea/water will be offered to clients visiting the practice. All furniture and objects in the reception area will be sanitized daily. Sanitizers and alcohol solution will be available to all visitors.

5. **Forms for new intakes and contracts will be completed through email.** No hand-to-hand paperwork. All the necessary forms and information sheets will be sent electronically after an appointment is scheduled. Please return all documents via email to the practice 24hours prior to your appointment time.
6. **Appointments to be confirmed via email.** You will be provided with a letter or SMS to confirm your appointment with the practitioner.
7. No card machine and cash exchange, only EFT payments.
8. Traveling to and arrival at the practice:
  - Only one or two people in the car – client or parent with a child.
  - On arrival you will be asked to complete a registration form so we can keep record of all people entering our premises.
  - Be sure to be symptom free. Do not take a chance if you have doubt. It is not worth exposing other people through our practice.
  - Please wear a facemask/scarf/buff covering your mouth and nose when you arrive at the practice.
  - If you arrive early, please wait in your car/outside on the veranda until we call you in. We would like to ensure maximum social distancing inside the building.
  - Please make use of hand sanitizers in reception and consultation rooms and/or soap and water available in the bathrooms.

We are looking forward to providing mental health services in these difficult times. However, protecting everyone's health – including our own - will remain our priority and therefore the managing of risks presented by the virus receives primary consideration.