

## Health and Wellness Policy

### What to do if you're feeling unwell

We understand everyone feels unwell from time to time.

This policy outlines the health and wellness guidelines of WA Speech to ensure the safety and well-being of our clients, therapists and staff. If you are feeling unwell before your appointment, please follow the advice below.

*NOTE:* We work with many people in the community, including those who are immunocompromised and vulnerable to illness, so we should all be cautious if we are feeling unwell.

#### 1. Client Health Responsibilities

Clients, parents or caregivers are required to inform WA Speech if they or anyone attending the session with them is feeling unwell or displaying symptoms of illness. In the interest of health and safety, we kindly request the cancellation or rescheduling of appointments if any of the following symptoms are present:

- Cough, sore throat, sneezing, headache or runny/congested nose
- Fever or chills
- Nausea or vomiting
- Diarrhoea
- Unusual rashes or skin conditions

**Do not attend** your appointment if you or you support person experience any of the above symptoms **48 hours prior to your appointment.**

#### 2. Rescheduling Due to Illness

If you need to cancel or reschedule your appointment due to illness, please notify WA Speech as soon as possible. We aim to be flexible and will assist you in finding an alternative appointment time that suits your needs once you are well.

Please note if you need to cancel your appointment, 48 hours' notice is required, or you will be charged as per our cancellation guidelines.

#### 3. Therapist Health Responsibilities

Therapists and staff at WA Speech are required to adhere to the same health guidelines as our clients. If a therapist is experiencing any of the symptoms listed above, they will not provide services and will reschedule appointments accordingly.

#### 4. Observation of Symptoms During a Session

We take your health and our own health very seriously. If we identify that you or your support person is feeling unwell during the session, we will not proceed with the sessions. This measure is necessary to protect the health of both the therapist and other clients.

- In such cases, the therapist will discuss rescheduling the appointment and provide guidance on when it would be safe to return based on the symptoms observed.

## 5. Communication of Health Issues

Clients are encouraged to communicate any health concerns or symptoms they experience before attending their session. This can be done via phone or email with our reception or directly with the assigned therapist.

## 6. Questions

Please contact your therapist directly for any non-urgent questions. Alternatively, you can also contact our reception staff on:

- Phone: (08) 9274 1482
- Email: mail@waspeech.com.au
- Office hours: Mon-Fri 7:00am – 7:00pm, Sat 8:00am – 2:00pm