

- from close contact with an infected person
- from touching objects or surfaces contaminated by the sneeze or cough of an infected person and then touching your eyes, nose or mouth.
- COVID-19 can cause symptoms similar to the flu, including fever, cough, sore throat, tiredness or shortness of breath.

Most people who are infected experience mild illness from which they fully recover. However some people may develop more serious illness with pneumonia. People at increased risk include the elderly and those with chronic medical conditions or a weakened immune system.

It is important to remember that most people who become ill with respiratory symptoms at work are likely suffering from a cold the flu or other respiratory illness not COVID-19.

In order to limit the spread of infection and ensure the safety of our clients and clinicians a number of procedures have been put in place. Please adhere to the below mentioned procedures as required

Teleconference assessments and meetings- The clinicians have advised that face to face meetings with clients be changed to teleconference meetings wherever possible. Should the client already have a face to face appointment booked or likely be requiring one in the future the clinician must contact the client to discuss the option of holding the appointment via teleconference or phone.

Face to face assessments. We understand that face to face appointments may still be necessary therefore the following procedures have been put in place to limit unnecessary exposure to the virus. Prior to attending the appointment each clinician must hold a pre-visit screening test over the phone in which the following questions must be asked

- **Have you (or are there any additional people on the premises who have) returned from overseas in the last 14 days**
- **Have you (or are there any additional people on the premises who have) had known contact with a confirmed case of Covid-19**
- **Have you (or are there any additional people on the premises who have) experienced symptoms of fever or acute respiratory infection in the last 14 days.**

If the client answers YES to any of these questions the face to face appointment cannot proceed. Explain the reasons to the client and Offer them an alternative of a teleconference or over the phone appointment.