

PANDEMIC MANAGEMENT:

It is important you know that psychology is classed as an “essential service” and this means that professional help is available to all. We also offer a variety of modes of therapy (e.g., phone, telehealth and face to face) to try and support everyone and their individual circumstances.

The Psychology Hub is actively trying to mitigate risks for all that attend our clinic. We have written a pandemic management response plan in relation to the current information available and with reference to current Chief Health Officer (CHO) Directives. Our pandemic plan involves four phases with various measures at each phase to protect everyone (this is subject to change if CHO directives change). In brief, phase one of our response is mostly to prepare and plan for the possibility of community transmission. Phase two is limiting exposure and spread (e.g., if there are active community cases in wider Brisbane) and Phase three is when there is forced lockdowns or where quarantine is required. Phase Four is Recovery if Phase three was reached. We have displayed this in our reception area. Below are our phases for your information.

Phase One means:

- Masks are optional (unless you can't socially distance)
- Social distancing and hand sanitisation are required
- Our density level is 1 per 2m²
- Increased frequency of environmental cleaning
- Reminding service users (that's you, your child and/or carers and support workers) of the importance of good hygiene (like with this email) and of social distancing
- Encouraging good hygiene practices such as covering the mouth when coughing and sneezing (preferably into the elbow), disposing of tissues, and using alcohol-based hand sanitiser (e.g., signage in our waiting area)
- Where possible avoid handshaking, hugging and other physical contact.
- Our appointment email reminders prompt people not to attend if unwell
- Staff are asked to remain home if unwell- even if unrelated to Covid-19
- Face to Face sessions are acceptable
- We suggest people only attend with no more than 2 others (1 is preferred)
- All in clinic staff are vaccinated (* if exempt they follow CHO protocols)

Phase Two means:

- Sanitisation and infection control remain
- Environmental cleaning increases

- Signage for reducing spread remain
- Masks are required in the waiting area and are encouraged in consult rooms
- Our density changes to 1 per 4m²
- Telehealth is encouraged. You and your treating practitioner should discuss the suitability of telehealth. Face to Face sessions are still permitted.
- Your treating practitioner will take your temperature on arriving. Please arrive on time and do not enter the clinic earlier than your scheduled appointment.
- Please only attend the clinic with one other if you are unable to attend alone
- We *encourage* patients to purchase their own rapid antigen test (RA Test) and complete these 10-20 minutes before entering the clinic. These can be brought from several pharmacies (the one across the road from us stock these)
- We *encourage* staff to purchase their own rapid antigen test (RA Test) and complete these 10-20 minutes before entering the clinic at the start of a work day (minimum every 3 days)
- All in clinic staff are vaccinated (* if exempt they follow CHO protocols)

Phase Three Means:

- Sanitisation and infection control remain
- Environmental cleaning increases
- Signage for reducing spread remain
- Masks are required
- Our density is 1 per 4m²
- Telehealth is preferred/advised. You and your treating practitioner should discuss the suitability of telehealth. Face to Face sessions are permitted if necessary.
- Your treating practitioner will take your temperature on arriving. Please arrive on time and wait outside until your treating practitioner collects you
- Please only attend the clinic with one other if you are unable to attend alone
- If you are unable to participate in telehealth, and will be attending in clinic, we ask that you purchase a rapid antigen test and complete these 10-20 minutes before entering the clinic (12+ years). These can be brought from several pharmacies (the one across the road from us stock these). If you do not wish to purchase and complete a RA test, please switch to a video or phone consultation.
- Staff will be asked to complete rapid antigen tests at a minimum every 3 days
- Positive RA Tests must be followed up with a PCR test
- Your details will be shared with local health authorities if you become ill with suspected infectious disease (WHO 2020 recommended practice). If you do not agree to this you will not be able to attend the clinic in person)

Phase Four Means:

- Masks are optional (unless you can't socially distance)
- Social distancing and hand sanitisation are required
- Our density level is 1 per 4m²
- Increased frequency of environmental cleaning

- Reminding service users (that's you, your child and/or carers and support workers) of the importance of good hygiene (like with this email) and of social distancing
- Encouraging good hygiene practices such as covering the mouth when coughing and sneezing (preferably into the elbow), disposing of tissues, and using alcohol-based hand sanitiser (e.g., signage in our waiting area)
- Where possible avoid handshaking, hugging and other physical contact.
- Our appointment email reminders prompt people not to attend if unwell
- Staff are asked to remain home if unwell- even if unrelated to Covid-19
- Face to Face sessions are acceptable- a staggered re-entry approach will be used
- We suggest people only attend with no more than 2 others (1 is preferred)
- Your treating practitioner will take your temperature on arriving. Please arrive on time and do not enter the clinic earlier than your scheduled appointment.
- We *encourage* patients to purchase their own rapid antigen test (RA Test) and complete these 10-20 minutes before entering the clinic. These can be brought from several pharmacies (the one across the road from us stock these)
- We *encourage* staff to purchase their own rapid antigen test (RA Test) and complete these 10-20 minutes before entering the clinic at the start of a work day (minimum every 3 days)
- All in clinic staff are vaccinated (* if exempt they follow CHO protocols)

*This is subject to change and current CHO Directive will always supersede

PANDEMIC RESPONSE QUICK READ				
	Phase One <i>Preparation and Planning</i>	Phase Two <i>Limiting Exposure & Spread</i>	Phase Three <i>Quarantine or Forced Lockdowns</i>	Phase Four <i>Recovery</i>
Reception Signage	Yes	Yes	Yes	Yes
Masks	Optional	Yes	Yes	Optional
Sanitiser/Hand Washing	Yes	Yes	Yes	Yes
Consult Room Density	1 per 2m Encouraged	1 per 4m2	1 per 4m2	1 Per 4m2
Waiting Room Density	8 People (encouraged)	4 people (encouraged)	4 people	4 People
Temperature Check	Optional	Yes	Yes	Yes
Social Distancing	Yes	Yes	Yes	Yes
Internal Cleaning (after patient)	Yes	Yes	Yes	Yes
Cleaning Toys (Contractor)	Yes	Yes	Remove Toys	Wooden Toys permitted
External Cleaner	Yes x1 week	Yes 2x week	Yes 2 x week <i>deep clean if +clinic case</i>	Yes x 2 week
Face to Face	Yes	Optional	Discouraged <i>not permitted for 2 wks if + clinic case</i>	Staggered re-entry approach
Telehealth/Phone	Optional	Encouraged (if clinically appropriate)	Advised	Optional
Patient Communications				
• Booking notifications	Recommended	Yes	Yes	Yes
• Bulk Email	Optional	Recommended	Yes	Yes
• Email reminders	Yes	Yes	Yes	Yes
• Easy-Read Docs Website	Yes	Yes	Yes	Yes
Payment- Cash	Yes	Discouraged	Discouraged	Discouraged
Rapid Antigen (RA) Contractor	Optional	Encouraged	Advised	Encouraged
Rapid Antigen (RA) patients	Optional	Encouraged	Advised	Encouraged
PCR Testing	<i>Positive RA, Symptomatic or directed</i>			
Vaccination	<i>Refer to GOV Mandates for essential health services as at 12/2021- required for Contractor only (unless exempt)</i>			
QR Check-in	<i>Refer GOV Mandates for essential health services. 12/2021-QR not required, document people present in case notes</i>			