



COVID-19 (Novel Coronavirus)

Te Aro Physiotherapy & Pilates Health Strategy 2020

It is of significance that we are amidst a pandemic. Despite this, Te Aro Physiotherapy & Pilates endeavour to provide our services to those in need while maintaining client and staff health and safety to the best extent possible. With the support of the Ministry of Health, Physioboard NZ, and ACC we ask and provide the following from our clients and staff:

1. Screening for COVID-19 will take place on the phone, and again upon arrival to the clinic. A COVID-19 Screening Questionnaire will be emailed to you for completion prior to your appointment. This will extend to members of your bubble or Whānau.
2. PLEASE reschedule your appointments if you are sick, or are showing symptoms of sickness including the common flu and cold. Symptoms specific to COVID19 include:
 - a cough
 - a high temperature (at least 38°C)
 - shortness of breath
 - sore throat
 - sneezing and runny nose
 - temporary loss of smell
3. Please refrain from attending your appointments if you:
 - a) Have been overseas and have not followed correct self-isolation protocols
 - b) Have been in contact with someone from overseas who hasn't followed correct self-isolation protocols
 - c) Have been in contact with someone who has tested positive, or is suspected to be positive of COVID19
 - d) Have been in contact with someone who is expressing the symptoms aforementioned in (1)
4. Please be cautious that individuals with reduced or attenuated immunity are at a greater risk of infection. This includes, but isn't limited to, the elderly, those with autoimmune diseases, diabetes, and/or cancer. Please check with your GP if you have concerns about your health and immunity.
5. A mask is optional to your appointment. Therefore, if you already own a mask, please bring it to your appointment if you wish.

6. Hand hygiene: Wash hands regularly with soap or hand sanitiser. Please ask one of our staff to direct you to the nearest basin or sanitiser station. There will be hand sanitiser at Reception and in every treatment room.
7. If you are coughing or sneezing, please do so into a tissue (dispose of promptly) or into your elbows, then follow step (6).
8. Cleaning surface regularly: Te Aro Physiotherapy will utilise the best available disinfectant/cleaning spray on the majority of surfaces, including EFTPOS terminals and general environment (chairs, countertops, door handles etc). The cleaning of treatment rooms and common counter-tops and chairs will be completed in-between each patient.
9. Please bring a clean towel or pillow if this makes you feel safer during your treatment session. In addition, Te Aro Physiotherapy & Pilates will utilise couch/plinth rolls for each patient which will cover the plinth and pillows. Towels will be cleaned daily and interchanged between clients.
10. PPE is not required for the procedures we undertake at Te Aro Physiotherapy & Pilates as they are non-aerosol generating and do not involve bodily fluids. Of course, clients will have to pass the screening as well.
11. On arrival to your appointment, the door will be open wide to improve ventilation. Please hand sanitise and fill out our COVID Screening Questionnaire if you have not submitted the electronic copy emailed to you beforehand.
12. The waiting room will be restricted to a 2-person max. When your session is due, the therapist will escort you to the room. The therapist will book follow up appointments for you or please book online via our website.
13. The cleaning of fabrics and towels will carry on as usual per ministry's recommendations: Heavy-duty detergent, high-temperature wash followed by high heat drying.

Thank you from everyone at Te Aro Physiotherapy & Pilates