



COVID POLICIES & PROCEDURES 2022

Current at 31 December 2021

KEEPING OUR TEAM AND CLIENTS SAFE

Our priority at (ICP) Incorporate Psychology is the safety and wellbeing of our clients and our team. Since the borders have opened to national and international travel, Queensland is seeing significant impacts of Covid in the community. As such, it is our priority to ensure that we have protocols in place that ensure we can continue to deliver our services in a safe and responsible manner.

In accordance with the Queensland Government Health directives, and Guidelines provided by the (APS) Australian Psychological Society, ICP has established these policies to ensure we are protecting our vulnerable networks, as well as making sure we can continue to deliver uninterrupted mental health support to you, our clients. Please note, these measures are implemented for the wellbeing of our staff, clients, neighbouring businesses and are in line with government regulations. Thank you for your patience and understanding as we navigate this challenging time together.

OFFICE COVIDSAFE PLAN

- ICP has an established CovidSafe Plan for our office, which complies with Government health and safety requirements.
- We will be undertaking regular cleaning, maintaining social distancing and no physical contact with clients, minimising numbers in the office at one time and complying with the QR Check-In Codes.
- Staff may choose to wear masks at any time for their safety and wellbeing. This is at the discretion of the individual Psychologist.
- All ICP staff and Contractors/Associates in the clinics have been fully vaccinated and will not attend if unwell for any reason.

FACE-TO-FACE SESSIONS

- We ask clients to complete the APS Covid Consultation Consent form, acknowledging the risks in completing a session face to face during this pandemic.
- For the safety of our Psychologists, it is the APS recommendation that only fully vaccinated clients attend sessions in person. However, should you have a medical exemption or require in person consultation despite not being vaccinated, we ask that you discuss this with your treating Psychologist prior to attending.
- Your Psychologist may request to see evidence of your vaccination status.
- Your Psychologist may also request that masks are worn by clients during the session. This is at the discretion of your treating Psychologist and subject to mandates.
- Masks are compulsory on arrival and departure from your session.
- New clients will be asked to complete a Covid Consultation Consent Form.
- If you are uncomfortable disclosing any information, we are happy to discuss this with you in person and talk through the options available.

TELEHEALTH SESSIONS

- Telehealth counselling support will continue to be available for everyone should you prefer to conduct your appointment remotely.
- Phone, Skype, Zoom and Teams appointments are all available.
- We recommend a quiet and confidential space for any telehealth consultation to ensure you are able to maximise the benefit of each session.



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WHEN ATTENDING THE ICP OFFICE

- Clients must not attend the office if they have any mild symptoms. Sessions will be changed to Telehealth if you attend unwell.
- Check-in upon arrival using our QR code is required. We ask you use the hand sanitiser on arrival.
- When mandated, masks must be worn. Please let us know prior if you have an exemption from wearing a mask.
- Please follow the 1.5 metre physical distancing guidelines and sorry, but no handshakes in these crazy times.
- We ask that where possible, support persons bringing clients to our office wait in their car or outside the office.
- Please do not arrive early to your appointment, as we are minimising people in our waiting area.

SYMPTOMS & COVID-19 HEALTH DIRECTIVES

- Please ensure you reschedule your appointment to Telehealth if you have been identified as a close contact, you are awaiting a Covid-19 test result, or you have been directed to isolate.
- Please note, if a Covid-19 directive prevents you from attending your session, or you are too unwell to attend via telehealth, you will not be charged for your appointment.
- If you test positive following an appointment at ICP, we ask that you contact the office to advise us immediately.

We understand being a close contact or unwell is an incredibly stressful period. We strongly recommend you do not cancel your appointment if this is the case, rather we encourage you to complete the session with your Psychologist via Telehealth (remotely) so we can ensure you have the best support around you.

OUR RESPONSE TO A POSSIBLE OR CONFIRMED CASE OF COVID-19

- Public health officials will ultimately be responsible for decisions if a person with possible or confirmed Covid-19 infection enters our practice.
- We will follow all public health advice about closing off affected areas and we will prevent access until our premises have been cleaned and disinfected.
- We will notify you as soon as possible if such an event affects you, or our ability to provide face to face services to you.

PROVIDING AN ESSENTIAL SERVICE

As an essential health service provider, it is our commitment to you to ensure we are providing a safe and welcoming environment for everyone. We understand this is a challenging and stressful time and we ask for your respect and understanding as we navigate the regulations, whilst also ensuring we keep our psychologists and vulnerable family, friends and clients safe; and importantly keeping our practice open and operational so we can support you through this time.

If you have any concerns or feedback, we welcome hearing from you. We can be reached via info@incorporatepsychology.com.au. Please note this document may evolve as the situation changes, but we will ensure these are updated in a timely manner. Please keep an eye on our website for any updates to this document.