



REDUCING COVID-19 TRANSMISSION – ENHANCED INFECTION CONTROL AND COVID-SAFE PROCEDURES

We follow standard infection control procedures even in normal circumstances but we have enhanced our procedures even further during COVID-19 to ensure your clinic and treatment room are as safe as possible.

- Clients and staff are advised not to attend the clinic if they have any symptoms of respiratory illness.
- Signage educating clients and staff about Covid-19 symptoms is on display in the clinic.
- COVID-19 screening and non-contact temperature checks are conducted when clients arrive. Staff are also screened and have temperatures checked on arrival at work.
- Hand sanitiser is provided at reception and in the treatment room for all clients to use before/after their treatments and/or touching objects at reception. Handwashing and drying facilities are in the bathroom.
- How to HandRub/HandWash posters are on display in the clinic and videos are on our website.
- Staff are encouraged to handwash or handrub regularly throughout the day.
- Your Therapist thoroughly washes hands and arms before and after every massage with soap and water, following WHO How to Hand Wash Guidelines.
- Clients and staff are requested to abide by good respiratory hygiene/etiquette. Non-contact pedal bins are provided at reception and in the treatment room to allow for safe waste disposal.
- Staff have completed the Federal Government “Infection Control Training – COVID-19” course.
- Perspex screens have been installed at reception as an additional barrier between clients and receptionists.
- Physical distancing is in place in the clinic and to the extent possible when in the treatment room. Signage to remind clients and staff to physically distance is on display in the clinic.
- Massage appointments have been spaced to allow for physical distancing and cleaning between clients.
- We are minimising paperwork at reception as much as possible. Hicaps have confirmed that health fund claims still need to be signed so try to bring your own pen. Contactless payment is preferred. Where possible, we will email forms/information that need to be completed/confirmed, prior to appointments.
- Clients are encouraged to assess their own risk for treatment, especially if in higher risk groups and to consider their essential need for massage and for longer appointments.
- Your therapist will wear a TGA approved single use surgical face mask during the treatment. If Qld Health advice is to wear a face mask if unable to physically distance, clients will also be provided with a mask. A plastic bag will be provided for safe disposal and instructions provided on how to safely wear a mask.
- How to safely wear a mask posters are on display in the clinic and videos are on our website.
- Clean linen is provided for every client for every massage. Linen is laundered as per health regulations.
- All unnecessary soft fabric items eg pillow cases, fabric chairs etc have been removed.
- Face/hand massage has been suspended unless essential to minimise touching near eyes, nose, mouth.
- Massage table, bolsters, vinyl pillows, chairs and frequently touched surfaces in the treatment room eg bench tops, door knobs, light switches, sanitiser & oil bottles are disinfected after every client. We use a hospital grade disinfectant with TGA approved labelling to kill viruses, including COVID-19.
- Other frequently touched surfaces throughout the clinic are also disinfected regularly throughout the day.
- Our professional cleaners regularly complete a bacterial clean followed by an alcohol spray.
- We are minimising use of air conditioning in the treatment room as much as possible to allow for fresh air ventilation. Doors and windows are open to the extent possible throughout the clinic.
- Your Therapist has downloaded the COVIDSafe App in the event that contact tracing is required.
- We follow Government advice and directions and update our procedures in line with recommendations.

See rebalancedbodies.com.au for regular updates, current information and health links