

Gameplan Sickness Policy

Gameplan continues to follow the recommended guidelines of Federal and State Government by keeping our hygiene standards high and practicing social distancing within our workspace at Bloom Coworking.

Gameplan requests that clients do not attend their appointment if they or anyone in their family have any flu-like symptoms such as: coughing, sore throat, runny nose, fever, fatigue, or shortness of breath. Please contact your doctor via phone to discuss your symptoms. If you are tested for COVID-19 you must follow the guidelines and isolate at home while you wait your test result.

1. Sickness / Telehealth

If you, your child, or a family member at home are sick, then the therapy client must not attend the scheduled support session. The scheduled support session can be delivered online. Since March 2020, we have had a wonderful system in place for online Telehealth sessions.

2. If a therapy client is not well enough for Telehealth sessions

Please provide your Gameplan consultant with as much notice as possible. Additionally, if more than 24 hours' notice is provided, you may also request to use the scheduled support session for: your Gameplan consultant to put together activities for that week, resources, or progress meeting.

Please note the relevant excerpt from Gameplan's *Assessment + Support Services Fees, Terms and Conditions*:

"Term Program therapy clients who fail to attend a scheduled session are not entitled to a credit adjustment. A Term Program session cancelled with more than 24 hours' notice can be re-scheduled as a make-up session, only 1 per term. A make-up session will be as scheduled with a Gameplan consultant, either during the term or the subsequent school holiday period. If unused, make-up sessions do not roll-over to the following term and credit will not be given if a client is unable to organise an appropriate make-up session".

"If a Term Program therapy client is sick or injured for 3, or more, consecutive weeks then a 50% credit adjustment for the sessions missed will apply. Gameplan will absorb the remaining 50% of the fee to hold the applicable session day/time until the therapy client is able to return to regular sessions."

3. When should a therapy client stay home?

- Cold and flu symptoms (e.g. cough, blocked or runny nose, sneezing, fever, sore throat, body aches and pains)
- Gastro or diarrhoea
- Fever
- Rash (not resulting from an allergy)
- Head Lice
- Conjunctivitis
- Hand, foot and mouth, and other contagious illnesses.

Note: If a Term Program therapy client has not attended preschool or school, they are not well enough to attend the scheduled support session.

4. Why should you stay home?

To protect your family, and our Gameplan families and community. When Gameplan consultants get sick, they cannot do their amazing work. This means they may need to take time off, and therefore not be able to support your family, and others. Some of our team, their families and other Gameplan families also have lowered or compromised immune systems. When you come sick, they may get sick. Please help us keep everyone healthy and safe.

5. What if you attend sick?

If you or your family member attends the scheduled session with signs of cold and flu symptoms, or other contagious symptoms as referenced, then the scheduled support session will be cancelled. The decision for cancelling a scheduled support session will be made by your Gameplan consultant. No make-up session will apply.

6. When your Gameplan consultant is sick?

Please note the relevant excerpt from Gameplan's *Assessment + Support Services Fees, Terms and Conditions*:

"If a Gameplan Consultant is sick or injured then Gameplan will arrange an alternate consultant. If an alternate consultant is unavailable, then a make-up session can be scheduled with the Gameplan Consultant, or a 100% credit adjustment for the session(s) missed can apply. No refunds will be available."

7. COVID-19 Procedures

- Do not attend your appointment if you, your child, or a family member at home have any flu-like symptoms such as: coughing, sore throat, runny nose, fever, fatigue, or shortness of breath. Contact your doctor via phone to discuss your symptoms.
- If you are tested for COVID-19 you must follow the guidelines and isolate at home while you wait your test result. If you are tested positive, you cannot return to face-to-face sessions until returning a negative test result. You will be offered a Telehealth session(s).
- If you have been in contact with a recently returned overseas traveller or a confirmed case of COVID-19, you must stay home and follow the Federal and State Government guidelines for quarantine. You will be offered a Telehealth session(s).
- If you have visited a hotspot, please notify your Gameplan consultant and follow Federal and State Government guidelines. You will be offered a Telehealth session(s).
- Please ensure you continue to 'check-in' via the COVID Safe QR code, and sanitise your hands, each time you visit Gameplan at Bloom Coworking.

As at 26 May 2021