

## COVID-19 Update

As the COVID-19 pandemic is and remains an ever-evolving situation, Kern would like to acknowledge these current challenges and provide reassurance to our clients and their families that we are prepared, should the current community transmission in Western Australia escalate.

The safety of our clients, their families, our staff, and the wider community, along with continuing to provide a quality service and experience is our absolute priority. Kern has employed the following measures to mitigate risk while we live amongst the community spread of COVID-19. Kern will continue to follow all WA Health and WA State Government guidelines and advice and:

- Ensure all double-dose vaccinated staff continue to receive their booster shot as and when they are eligible under WA Health guidelines
- Equip staff with adequate PPE (masks, gloves, sanitiser, and disinfectant wipes)
- Ensure masks are worn at all times unless not practical
- Ensure physical distancing is practiced where possible
- Increase cleaning of all clinics, including equipment and resources following use

To further mitigate any risk of COVID-19, prior to your appointment, your therapist and/or our friendly administrators will politely a) ask you to check in via the SafeWA app or sign in sheet and b) ask if you are currently experiencing any respiratory symptoms.

We kindly ask that you contact Kern on 1300 122 155 and request to move your appointment to telehealth or reschedule your appointment if any of the following apply to you:

- you have developed any COVID-19 symptoms
- you or anyone in your household have tested positive to COVID-19
- you or anyone in your household has been instructed to self-isolate by WA health

If your therapist is symptomatic or COVID-19 positive, we will contact you to reschedule your appointment. If your therapist is required to self-isolate but remains symptom free, with your consent, your appointment will be converted to telehealth if possible.

Telehealth is a safe, evidence-based way of delivering health services at a distance, that is, not face to face. Our experience through past lockdowns has found that our supports continue very successfully when delivered via telehealth. Telehealth can be delivered by telephone or by secure method of healthdirect. Your therapist can help you to use healthdirect and they will ensure your telehealth appointment is effective, supportive and continues to help you achieve your goals.

Kern will continue to monitor all health advice as it is released by the WA Government and will continue to keep you informed of any potential restrictions and changes to your therapy supports. We would like to thank you for your ongoing support through what has been and continues to be a very challenging time. We hope you all stay safe and well.

Kind regards,  
Kern Allied Health