

# Welcome

## To Total Children's Therapy, Poole Road

We are delighted to welcome you to our clinic. When you come and see us, we like to do everything we can to ensure that everyone feels safe and comfortable.

- Please let us know if you are not able to attend your appointment with as much notice as possible.
- If you or your child are unwell, have a cough/colds/covid symptoms, positive covid tests, or diarrhoea and vomiting within the last 48 hours please let us know and we will re-arrange your appointment for you.
- There is plenty of car parking. If it looks busy when you arrive, please wait for a little bit, as the spaces turn around regularly. There is also 2 hours of free parking available in Clarendon Road just along from the clinic.
- If the blue door is not open, please press the silver intercom button and someone will let you in. Come in and up the stairs/left. Please be aware it is a VERY slow lift.
- Currently we have 'no siblings' policy for appointments, unless special permission is given.
- Both parents/main care givers may attend appointments, if desired.
- Currently it is family choice about mask wearing and we will match your request if you would like us to.
- Therapists currently have the choice whether they wear masks or not.
- On entering the building, you will have the opportunity to use hand sanitiser.
- You may be asked to sit briefly in either of our waiting areas.
- If you need to cough or sneeze, please use a tissue, pop it into one of the yellow bins and wash your hands.
- Please do not bring food or drinks into the room - a water bottle with lid is allowed.
- Please do not use your mobile phone in the room.
- Please exit the building after your appointment and do not re-enter the waiting room area.
- If you wish to have a look at the clinic and what coming to see us with look like please have a look on our website [Our Practice - Total Therapy Care For Children All Under One Roof \(totalchildrenstherapy.com\)](https://www.totalchildrenstherapy.com)
- There are toilet facilities available.

**We are really looking forward to seeing you and if you have any questions or concerns prior to your visit please do not hesitate to get in touch.**