

Welcome

To Total Children's Therapy, Poole Road

We are delighted to welcome you to our clinic. When you come and see us you might see some things that we have had to put in place to ensure that everyone feels safe and comfortable.

Information Sheet

- Please **do not attend your appointment** if you or your child is unwell, has cough/colds/covid symptoms, or diarrhoea and vomiting within the last 48 hours.
- There is plenty of **car parking** if it looks busy when you arrive, please wait as the spaces come up regularly. There is also 2 hours of free parking available in Clarendon Road.
- Your therapist will come and meet you at the blue door.
- **On a Saturdays, please ring/text your therapist's number or press the silver intercom button and someone** will then come down and meet you at the blue door.
- Currently there is still a **no siblings policy for appointments**- we will review this as time goes on.
- **Both parents may attend** appointments if desired.
- **Families are now able to choose if they wear masks** when they visit us - we ask that families do whatever they feel comfortable with, and respect other people's choices.
- **Therapists must still wear masks** in all clinical areas but are now not required to wear masks in clerical or general areas of the clinic.
- On entering the building, **you will be asked 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 the yellow bin 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.
- 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.