

Coronavirus (COVID-19) Update

Dear Clients,

We are continuing to operate amid the Coronavirus outbreak and are following the advice of government and health officials.

Given the proportion of our clientele over 50, we are modifying practices within the clinic to protect the higher risk population and appreciate your assistance in this.

We are requesting that any individuals who are unwell do not come into the clinic, including members of our staff. If you have an appointment please telephone to reschedule. If you need your hearing aid repaired and are unwell, please ask a friend or relative to bring it in for you or phone the clinic for other options.

We have modified our waiting room to allow for social distancing by removing and spacing seating and removing items which cannot be easily sanitised, including toys and reading materials.

We are also working towards limiting the number of people in the clinic at any one time by spacing appointments, posting batteries, and asking individuals waiting for family members or hearing aid repairs to wait in their cars or come back for collection later. Select follow up appointments will also be offered by phone. Payments online, over the phone or by post are also encouraged.

We encourage all clients to phone or email the clinic before coming in so that we can allocate you a suitable time and limit the number of people in the clinic at any one time.

Waiting room surfaces are being sanitised hourly and clinical rooms are being sanitised between all appointments. Regular hand washing and sanitising is being practised by all staff. Hand sanitiser, tissues and a waste paper bin are available for client use in our waiting room.

If you have significant concerns regarding coming into the clinic but need your hearing needs addressed, please phone or email to discuss your needs and we will do what we can to accommodate you.

We continue to monitor the Coronavirus health guidelines daily and will make further changes as required to protect our clients and staff.

Yours sincerely,



John Percy
Director