

# Our COVIDSafe Plan

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# Summary

This COVID Safe Plan has been created in consultation with DHHS and our team to assist in slowing the spread of COVID-19 and to reassure our patients and our team that they can come to our clinic safely.

This Safe Plan will be reviewed and updated regularly in light of the dynamic nature of changing restrictions and advice. This plan is in line with the current COVID-19 Public Health Orders, and will help to manage risks to staff and other people in accordance with Work Health and Safety laws.

As an Allied Health Clinic, Spring Osteo Clinic (SOC) is a permitted workplace under Stage 4 restrictions, as such we will adhere to the following obligations:

- have a COVIDSafe Plan in place that is regularly updated
- ensure that any workers that can work from home are able to do so
- collect records of all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer (certain exemptions will apply)
- one worker per four square metres of enclosed workspace or in shared areas
- unless an exemption applies, ensure that workers do not work across multiple sites, or for multiple employers
- ensure that workers are in good health - workers cannot work if they are unwell and employers must not require workers with symptoms to work
- if your worker is unwell, send them home and direct them to be tested. They must stay home until they have their result
- report any positive cases of coronavirus (COVID-19) to DHHS, Worksafe, Health and Safety Representatives, and notify your workforce
- regularly clean your facilities, shared spaces and provide additional cleaning supplies
- undertake risk assessments for cleaning and the potential closure of your workplace in certain situations

# Our COVIDSafe Plan

The following plan is broken into three sections and will demonstrate how we will meet all of the requirements set out by the Victorian Government.

Section one: Our actions to help prevent the introduction of coronavirus (COVID-19) in our workplace

Section two: The level of face-covering or personal protective equipment (PPE) required for our workforce

Section three: How we will prepare for, and respond to, a suspected or confirmed case of coronavirus (COVID-19) in our workplace

## Section one: Our actions to help prevent the introduction of coronavirus (COVID-19) in our workplace

### 1.1 Permitted workplaces by industry – Health care and social assistance

All AHPRA registered health workers - and in addition, social work, speech pathology, dietetics and any other health worker required to fulfil a care plan endorsed by NDIS, TAC, Workcover or DVA - to provide services that prevent a significant change/deterioration in functional independence necessitating escalation of care (e.g. a requirement for specialist input/review, an increase in care needs and/or alternate accommodation, avoiding a hospital admission or emergency department presentation). We will achieve this by:

- Limited our offering – cancelled all onsite Pilates, remedial therapist and group rehab appointments
- Practitioners to review and contact all patients with existing bookings to determine whether they are 'urgent' and reschedule all appointments that are not deemed as urgent to telehealth or onsite at the end of Stage 4 restrictions.
- Screen future bookings to ensure only urgent patients are seen onsite for Stage 4 Restrictions. Pain prevention and management patients are invited to use telehealth and/or reschedule to the end of Stage 4 restrictions
- Website booking pop up advising only urgent patients may book.
- We are unable to accept new patients outside of the 5km radius.

### 1.2 Hygiene and sanitisation

- Hand sanitiser: Provided at multiple locations throughout the workplace, including one upon entry to the clinic, one at the payment point, one in each treatment room and studio
- Hand hygiene: Hand washing is undertaken on entry, exit and between each team or patient interaction. No shared towels are used. All hand drying is performed with disposable paper towel and disposed of immediately into a specified bin.
- Face holes in treatment tables: Disposable face hole paper to be used between patients. No hand towels are used to line the face hole.
- Industrial grade cleaning spray and wipes: Available to clean workstations and equipment such as treatment tables, desks, computer tablet/monitor, phone, keyboard, mouse and studio equipment. Also provided for all surfaces in the reception area (inclusive of bench-tops, HICAPS, pens, chairs and other surfaces), treatment rooms, staff room, studio, bathroom and storage area of the clinics.
- Bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.
- Industrial clean of frequently used areas first thing in the morning and then two hourly throughout the day.

- Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.
- Waste management: Sharps waste are placed into the sharps container within each treatment room. Treatment rooms bins are only used for disposable paper towel and face protectors for each treatment table to ensure easy disposal at the end of each shift.
- Infection prevention: Pre-screening to assess patient's health via patient sign-in form and followed up by the practitioner prior to being treated with common questions relating to patient signs/symptoms, travel or recent contact with a symptomatic/positive COVID-19 patient. Temperature screen each staff member and patient who enters the clinic and direct patients to use hand sanitiser upon arrival.
- Barriers and guidance to ensure staff and visitors at interaction points stay at a safe distance:
  - o A permanent sneeze guard was installed in April 2020 and is cleaned regularly throughout the day with industrial standard cleaning product.
  - o A rope is installed to ensure only one person is in the reception area at one time.
  - o Floor decals highlight where patients should wait
  - o Signage highlights number of people allowed in each space at one time
- Towels, linen: Replace towels (if using) between each patient. Ensure used towels and gowns are properly placed into laundry basket for washing.
- Personal items – Team members to limit personal items in the clinic and to clean personal property such as, sunglasses, mobile phones and ipads with disinfectant, such as disinfectant wipes.

### **Treatment rooms**

#### **Conducted by Practitioners between each patient:**

- Disinfect treatment table
- Replace disposable face paper in face hole of treatment table
- Replace towels (if using).
- Ensure used towels are properly placed into laundry basket in staff room
- Disinfect door handles both inside and out
- Disinfect chair/s in treatment room
- Wash your hands with soap after each patient

### **Reception/Bathroom/ Studio/Kitchen**

#### **Conducted by Reception**

Ensure all cleaning bottles, hand sanitiser and soap dispensers are full, ensure paper towel and antibacterial wipes are available in each treatment room, reception and studio throughout each day.

#### Reception area

- Disinfect door handles inside and out after each use
- Disinfect chair/s in waiting area after each use
- Disinfect HiCAPS machine and pens after each use
- Disinfect benchtop after each use
- Disinfect sanitiser pump regularly

#### Bathroom area - once each hour

- Disinfect door handles inside and out
- Disinfect toilet and hand basin area

#### Kitchen/staffroom area

- Disinfect kitchen surfaces after use
- Ensure paper towels are restocked

#### Studio

- Disinfect surfaces after each use including straps and handles

### 1.3 Social/physical distancing

- A permanent sneeze guard was installed in April 2020 and is cleaned regularly throughout the day with industrial standard cleaning product.
- A rope was installed in March 2020 to ensure only one person is in the reception area at one time.
- Floor decals highlight where patients should wait
- Signage highlights number of people allowed in each space at one time



## STOP!

To assist in keeping us all safe, please follow the below steps before your appointment:

- Max of 5 people in reception (inc staff)
- Wait outside if needed
- Fill in our sign-in form
- Have your temperature taken
- Use hand sanitiser



Spring Osteo Clinic Covid-19

### Patient sign-in

Name \_\_\_\_\_ D.O.B. \_\_\_\_\_

Mobile number \_\_\_\_\_

Email address \_\_\_\_\_

Practitioner \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

	Please circle	
Have you been diagnosed with Covid-19 and have not been cleared to end self isolation?	YES	NO
Are you experiencing flu like symptoms - fever, chills, cough, sore throat, runny nose, shortness of breathe?	YES	NO
Are you required to self isolate under government regulations or a public health directive?	YES	NO
Have you had contact with a suspected or confirmed case of Covid-19? Or a person under monitoring for coronavirus?	YES	NO
Have you travelled overseas to any location in the last 14 days?	YES	NO
Have you visited an aged care facility where there has been a suspected outbreak of Covid-19 in the last 14 days?	YES	NO
Have you attended a public gathering (indoor or outdoor) in the last 14 days?	YES	NO

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### Patient sign-in

Name \_\_\_\_\_ D.O.B. \_\_\_\_\_

Mobile number \_\_\_\_\_

Email address \_\_\_\_\_

Practitioner \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

	Please circle	
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# Max of 5 people in reception area.

Please wait outside if required.

Spring Osteo Clinic Covid-19

## Section two: The level of face-covering or personal protective equipment (PPE) required for our workforce

### 2.1 Personal Protection Equipment (PPE)

#### Eye protection

Staff who are directly involved in treating patients must wear eye protection. Eye shields and goggles are available and being worn by all our team. We recognise eye glasses are not suitable eye protection.

#### Surgical masks

- All team members are wearing (at a minimum) a level 1 or type 1 surgical mask while at work. This now includes non-public facing staff.
- We do not use cloth masks at work.

Our masks and face shields/goggles are worn for up to four hours. We are replacing/cleaning earlier if these become contaminated/soiled.





## Section three: How we will prepare for, and respond to, a suspected or confirmed case of COVID-19 in our workplace

### 3.1 Record keeping

- Put plans and systems in place to monitor and control the numbers of staff and patients on site at any given time: All patient appointments are logged our cloud based software system Cliniko and departure times can be monitored by the receipts issued.
- Keep name and mobile number or email address for all staff, patients, visitors and contractors for a period of at least 28 days: Records are only to be used for tracing COVID-19 infections and are stored confidentially.
- Managing the “5km rule” for patients: As we are considered “care givers,” it is considered legal to travel outside of a 5km radius from home to receive treatment at our clinic. We are advising patients to use their reminder text message and/or take a receipt with them to prove this to enforcement if questioned. We also have all appointment times and payments recorded in our cloud based software.
- Managing the “5km rule” for our team: Workers from permitted industries are allowed outside their homes to travel to or from work, even during the 8:00pm to 5:00am curfew. As we don’t have workplace ID’s (nurse or police officers), we have provided each of our workers with a signed “Permitted to Work” permit.
- COVIDSafe App: All staff are aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.
- Cooperating with DHHS: If contacted in relation to a positive case of COVID-19 at our workplace, we will cooperate fully. If we identify a case prior to DHHS knowledge, notify the dedicated COVID-19 helpline on 1800 675 398 and follow our procedure for a positive test result on page 17.

### 3.2 Procedure for positive Covid-19 test

DHHS Coronavirus hotline for health professionals: 1800 675 398

*Procedure if during a pre-screening process, a staff member or patient presents with risk factors that may indicate a high COVID-19 exposure risk:*

IF NOT SHOWING SYMPTOMS, BUT MEETING RISK CRITERIA:

The patient should not attend their appointment and be informed that in line with government protocols they are to self-isolate at home for 14 days from the potential COVID-19 exposure. Ensure that the patient leaves the practice as soon as practically possible and that any contamination risks that arise as a result of their visit (surfaces touched etc) are addressed with environmental cleaning methods immediately.

IF SHOWING RESPIRATORY SYMPTOMS OR FEVER:

Follow the same process as above but additionally inform them to seek medical advice by calling their GP and one the following relevant health advisory line:

VIC: Dedicated COVID-19 helpline on 1800 675 398

National Coronavirus Health Information line: 1800 020 080

If it is confirmed that a patient has tested positive for the virus, cooperate fully with health authorities once contacted and adhere to all relevant protocol.

*Positive in a staff member who has been attending work:*

- Contact DHHS immediately for further advice regarding patients who has attended the clinic - do they need to be tested? Self-isolate?
- Shut the clinic immediately - Reception and practitioners to contact patients on the day of notice + patients

who are booked in for the following day (likely a 48 hour closure period).

- Organise industrial cleaning service to perform an industrial clean.
- All staff members in close contact with the positive case to be tested prior to return to work (and be asymptomatic).
- Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

*A recent patient reports a positive test:*

- Contact DHHS immediately to discuss the last time the patient attended the clinic and timeframe to a positive test - this will guide our next moves.

Possibilities:

- If necessary shut the clinic immediately - Reception and practitioners to contact patients on the day of notice and patients who are booked in for the following day (likely a 48 hour closure period).
- Organise our cleaning service to perform an industrial clean.
- Treating practitioner and other team members who have had contact with the patient to self-isolate for 14 days and be COVID-19 tested prior to returning to work (and be asymptomatic).
- Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

*Positive test in an immediate family member of a staff member or patient:*

- Staff member to self-isolate until we understand the specifics of the case in question
- If necessary, staff member is COVID-19 tested prior to returning to work (and be asymptomatic).
- If a staff member, any staff members in close contact with the positive case and presenting with even the mildest symptoms of COVID-19 to be tested prior to returning to work (and be asymptomatic).
- If a staff member, contact all patients of that staff member to be rescheduled for 2 weeks or see another team member if urgent.
- Contact DHHS for further advice regarding patients who have attended the clinic to see that practitioner - do they need to be tested? Self-isolate? Etc.
- Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

*A close contact of an immediate family member of a staff member/patient who reports a positive test and we are made aware:*

- Contact DHHS for further advice regarding practitioner who treated the patient and other patients who have attended the clinic to see that practitioner - do they need to be tested? Self-isolate?

*A team member or patient advises they are getting tested for Covid-19*

- Not allowed to present to the clinic until given the negative test result and clearance to stop isolating
- Continue with high level hygiene and sanitisation processes. Be extra vigilant for signs and symptoms of any one that had been into contact with that person. If test results come back positive, see above.

## Privacy

Like with all medical conditions, patients and team members are entitled to their right for privacy and only key people will be informed of specific details.

### 3.3 Staff and patient wellbeing

- Exclude staff, patients and contractors who are unwell: Send home (even if they feel fit to work) and advised to complete a COVID-19 test. Informed that they are unable to attend the clinic until they receive their test result and are sign/symptom free.
- Frequent updates via email, phone and in person around the changing shape of this pandemic, how it is affecting the clinic, our patients and our team. Weekly check-ins with each team member to give them an opportunity to ask questions and simply provide support.
- Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning: Written instructions given to the practitioners and reception staff outlining cleaning regime of the clinic and their personal hygiene protocol (masks, eye protection, hand washing etc).
- Online training for infection control undertaken by all team members
- Advice to all team members about not overcrowding the waiting room area so as to maintain the 5 person limit allowed in the space, without exceeding the limit.
- Make staff aware of their leave entitlements if they are sick or required to self-isolate: Make the eligible team members aware of their leave entitlements if they are sick or required to self-isolate.
- Financial stimulus: Provide support, guidance and information around all potential financial stimulus that is available to team members.
- Display conditions of entry for any customers or visitors (website, social media, entry points): Large visible signs on the front door to indicate COVID safe practices. Multiple signs around the waiting room, bathroom and treatment rooms regarding use of hand sanitiser and hand washing (for staff) on entry and exit. Signage to indicate maximum number of people in the waiting room (5). Stickers on the floor to indicate safe distancing.

# Appendix

## Cleaning process

### Preparing to clean

- Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.
- Open outside doors and windows if possible to increase air circulation.

### What do I need?

- A detergent, as a solution that can be mixed with water,

### Checklist:

- Cleaning [swa.gov.au/coronavirus](https://www.swa.gov.au/coronavirus)
- A disinfectant containing alcohol in a concentration of  $\geq 70\%$ , chlorine bleach in a concentration of 1000 parts per million (see the Department of Health website for more information on achieving the correct bleach solution), oxygen bleach, or wipes and sprays that contain quaternary ammonium compounds.
- A combined detergent and disinfectant solution.
- Appropriate PPE for cleaning staff, including disposable gloves and safety eyewear.
- Provide a disposable apron where there is visible contamination with respiratory secretions or other bodily fluids.
- A surgical mask if the person suspected to have COVID-19 is in the room.

### What should I clean?

- Thoroughly clean and then disinfect:
  - o all areas of suspected or confirmed contamination
  - o any common areas (e.g. break rooms, washrooms), and
  - o any known or likely touch points in the workplace.

### How to safely clean

- Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required PPE. Also make sure the product is suitable for use on the surface you are cleaning.
- Ensure staff are trained in putting PPE on and taking PPE off, including washing or sanitising hands between steps.
- Use disposable gloves where possible, and discard after each use. Wash or sanitise hands before and after wearing gloves.

### After cleaning

- Dispose of any single-use PPE, disposable cloths and covers in a rubbish bag and place it inside another rubbish bag and dispose of in general waste.
- Launder any reusable cleaning equipment including mop heads and disposable cloths and completely dry before re-use.
- Empty and re-clean equipment such as buckets with a fresh solution of disinfectant and completely dry before re-use.
- Empty and re-clean equipment such as buckets with a fresh solution of disinfectant and completely dry before re-use.

