

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

General practice and other primary health service providers

Business details

Business name	Precision Physio (St Marys) Pty Ltd
Business location (town, suburb or postcode)	2760
Completed by	Sandy Hollier
Email address	sandy.h@precisionphysio.com.au
Effective date	21 December 2020
Date completed	6 January 2021

Wellbeing of staff and patients

Exclude staff who are unwell from the premises. Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.

Any staff, volunteers and visitors who are unwell will not be allowed on the premises. Signage on front door and reception indicating if you are unwell please do not attend the practice. Staff educated, as part of infection control policy (all staff to sign policy), that anyone exhibiting symptoms of covid-19 are asked to leave the centre. All athletes, support persons & staff will be asked on arrival at the centre if they have: 1. sanitised their hands, 2. if they have been unwell or are displaying any symptoms 3. have visited any

hotspots. Clinic Managers to enforce that any staff or visitors who exhibiting symptoms of covid-19 to not come into the centre. Testing when displaying symptoms is required.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Staff informed via email of their leave entitlements if sick or if they are required to self isolate.

If sick they can use their personal leave. If forced to self-isolate, this is not deemed to be personal leave as per Fair Work Australia. The employee will be either able to use annual leave if available or unpaid leave. See email team 4.8.20.

Request that patients call ahead if they have symptoms of COVID-19.

Patients requested to call ahead if they have any symptoms of Covid-19 or are unwell.

Have a management plan in place for patients (and carers/family members of patients) presenting with COVID-19 symptoms, including appropriate separation from other patients and requirement to wear a mask. It is important that all patients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases.

Management Plan for patients/carers/ family members presenting Covid-19 symptoms - any one showing symptoms is asked to leave the centre. All staff, client & visitors to wear a mask when in the centre. Clients can only remove their mask when indicted by the treating clinician to allow for appropriate treatment.

Display conditions of entry (website, social media, venue entry).

Signage at entry and reception. Website - conditions of entry on the bookings page.

Physical distancing

Where reasonably practical, ensure staff and patients maintain 1.5 metres physical distancing at all times. Where possible, assign staff to specific workstations. If staff are not able to physically distance, or work in a role with significant patient interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, general practitioners should wear a mask for all clinical encounters and general practices should refer to NSW

Health guidance that may require mask wearing by general practice staff.

Facility measured. Capacity calculated for each space as per the 4sq metre rule. Capacity signs displayed. Random spot checks conducted to ensure all staff and visitors are complying with the 1.5m physical distancing. Spot checks are recorded on the infection control checklist. Where possible staff maintain 1.5m distancing. All staff, client & visitors to wear a mask when in the centre. Clients can only remove their mask when indicated by the treating clinician to allow for appropriate treatment.

Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate.

Equipment and chairs are spaced to ensure the physical distancing of 1.5m between people is achieved.

Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having patients wait elsewhere if possible, staggering bookings and limiting walk-in patients.

Chairs are spaced to ensure the physical distancing of 1.5m between people is achieved. Clients are all booked to minimise congestion.

Consider physical barriers such as plexiglass around counters with high volume interactions with patients.

Plexiglass installed at Concierge to ensure staff safety.

Encourage telehealth appointments where practical.

Telehealth appointments are used where practical

Use telephone or video for essential staff meetings where practical.

For non essential staff meetings use telephone or video platforms where practical. Meetings to comply with space capacity limits and comply with 1.5m physical distancing.

Where reasonably practical, stagger start times and breaks for staff members and encourage breaks to be taken outside. Ensure physical distancing is maintained in common areas, such as break rooms or meeting rooms. Surgical masks should be

worn where physical distancing cannot be maintained.

Facility measured to ensure that common areas maintain 1.5m distancing and 4sqm rule. Breaks can be taken outside. Masks are worn if physical distancing cannot be maintained.

Review regular deliveries and request contactless delivery and invoicing where practical.

Request contactless delivery and invoicing where practical.

Hygiene and cleaning

Adopt and support good hand hygiene practices.

Good hand hygiene signage throughout centre. All staff and visitors are required to hand wash or sanitise on entry to premises. Therapists to wash or sanitise hands between every client.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Bathrooms well stocked with hand soap and paper towel and hand dryer available. Visual aids are above wash basins to support effective hand washing.

Have hand sanitiser at key points in the practice, such as entrances and exits, patient rooms and waiting areas.

Hand sanitiser available at entry and throughout the centre.

Ensure staff wear PPE appropriate to the patient presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training. There are resources available from the Department of Health, the Australian Commission on Safety and Quality in Health Care, and the RACGP.

Staff review infection control policy. Staff to complete Covid-19 training from Australian Health <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>. Completion of course certificate collected and stored by HR. Signage at reception, bathrooms, kitchen & throughout the centre.

All staff, clients & visitors to wear masks in the centre. Clients can only remove their mask when indicated by the treating clinician to allow for appropriate treatment.

Protective safety barrier installed at reception.

Increase natural ventilation in indoor areas by opening windows and doors where possible, and increase mechanical air exchange by optimising any ventilation or air conditioning settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Outside doors are open when practical to allow natural ventilation. Air conditioning uses outside air when possible.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Outside doors are open when practical to allow natural ventilation. Air conditioning uses outside air when possible.

Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

All hard surfaces are cleaned daily with disinfectant and recorded on the infection control list. All exercise equipment is cleaned with disinfectant immediately after use by either the client or the therapist. The beds and pillows are cleaned after use by the therapist /concierge with disinfectant and sanitised labels are placed on the bed after cleaning.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

Disinfectant solutions labelled on bottles to make it easy for staff to make appropriate strength.

Staff should wash hands with soap and water before and after cleaning.

Gloves provided in the cleaning caddy to wear whilst cleaning bathroom and kitchen. Staff wash their hands with soap and water before and after cleaning.

Encourage contactless payment options.

Clients trained to use eftpos/hicaps machine and disinfected after each use. Clients are

not required to sign any payment dockets.

Record keeping

Keep a record of the name, contact number and entry time for all staff, patients (including all people who accompany a patient to an appointment) and contractors for a period of at least 28 days. Contact details should be collected using a contactless electronic method such as a QR Code or similar. Ensure it is possible to distinguish between in-person and telehealth appointments.

All clients must book into or electronic booking system and medical records are maintained. All clients, visitors and staff are to register via Service NSW QR code or Customer Record Keeping.

Ensure records are used only for the purposes of tracing COVID-19 infections and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

Records are stored confidentially and securely.

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Signage for the COVIDsafe app displayed in waiting area.
Staff aware of COVIDsafe app.

General practices and other primary health service providers should consider registering their business through nsw.gov.au

The Covid Safety Plan is registered through nsw.gov.au

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

Report any Covid-19 positive case to SafeWork NSW on 13 10 50. Cooperate with NSW Health in relation to any positive case. Sandy Hollier will be the contact person 0411 048 223.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes