

Beachside Health & Movement

# COVID-SAFE Plan

*Get Healthy. Get Moving.*  
*Get Beachside!*



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## Our COVID-SAFE Plan

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## Purpose of this document

This COVID-SAFE plan has been created following DHHS guidelines to help slow the spread of COVID-19 and provide staff and clients reassurance and guidance in continuing to provide care.

This document will be updated as required as guidelines and restrictions change and should be utilised as our guide to ensure we are providing a safe work environment in accordance with DHHS guidelines and Work Health & Safety Laws.

### **The government has outlined that each COVID-19 Safe Plan must set out:**

- Our actions to help prevent the introduction of coronavirus (COVID-19) in your workplace
- The level of face-covering or personal protective equipment (PPE) required for your workforce
- How we will prepare for, and respond to, a suspected or confirmed case of COVID-19 in your workplace

**Our COVID-19 Safety Plan is set out using 6 core categories and addresses each of the 3 above dot points from the Government. These 6 core categories include:**

1. Hygiene, sanitation and PPE
2. Social distancing
3. Record Keeping
4. Staff and patient communications
5. Procedure for positive COVID-19 test
6. Staff and patient wellness

## Current DHHS Restrictions in place

**Under current DHHS restrictions, we are obliged to:**

- Have a COVID-SAFE Plan in place that is regularly updated.
- Ensure that any workers that can work from home are able to do so.
- Collect records for all workers, subcontractors, customers and clients attending the work premises for 15 minutes or longer.
- One worker per four square metres or enclosed workspace or in shared areas.
- Ensure our staff are in good health - workers cannot work if they are unwell and employers must not require workers with symptoms to work.
- If a staff member is unwell, send them home and direct them to be tested. They must isolate until they have a test result.
- Report any positive cases of 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.

## Measures for Hygiene and Sanitation

- **Hand sanitiser:** Provided at multiple locations throughout the workplace, including at reception, in waiting room and bathrooms. Each consultation room has hand sanitiser present for both practitioner and patient use.
- **Hand Washing:** Hand washing is undertaken on entry, exit and between each staff 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 standard wipes & spray bottles:** Available to clean workstations and equipment such as treatment tables, desks, computer tablet/monitor, phone, keyboard and mouse. Also provided for all surfaces in the reception area (inclusive of bench-tops, HICAPS, pens, chairs and other surfaces), treatment rooms, staff room, gym area, 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 at least daily.
- **Maintain disinfectant solutions** at an appropriate strength and use in accordance with the manufacturer's instructions.
- **Waste Management:** 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 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 setting.

- **Barriers to ensure staff and visitors at interaction points stay at a safe distance:** All appointments are staggered to prevent crossover of patients. Patients are required to wait in their car where possible to keep waiting room empty. Reception has been removed and HICAPS/Eftpos facilities provided in rooms to minimise patient travel throughout the clinic.
- **Towels, Linen:** Replace towels (if using) between each patient. Ensure used towels are properly placed into laundry basket in treatment room and/or move straight into washing machine between each client. Towels will be laundered regularly throughout the day and hung to dry ready for use. Clean towels will be folded and kept in allocated areas in each treatment room.

#### PPE

- Use of a **surgical mask and protective eyewear** in the form of a face Shield or safety glasses at all times within the clinic/s. Both masks and face shields/glasses are worn for up to **four hours**. We are replacing/cleaning earlier if these become contaminated/soiled, or after assisting with an aerosol generating procedure.  
**\*\*Eyewear is no longer mandatory, but practitioners may choose to wear\*\***
- If used, **reusable faceshields/safety glasses** must be cleaned every four hours or earlier if soiled. First **wash with detergent**, rinse with hot water and allow to dry. Once dry **spray with disinfectant** solution and wipe, allowing it to dry for 2min before reusing.
- Use of **disposable gowns and gloves** is required during droplet generating procedures (i.e. when performing intra-oral techniques or those requiring patient to remove face mask). Both must be removed carefully and disposed of after each client/procedure.
- Clients must also be wearing a mask wherever possible whilst in the clinic and during treatment. If they do not have a suitable mask, one must be provided for use.

## COVID-19: CLEANING POLICY

### Reception:

Sanitizer + instruction for use to be accessible on the reception bench. To be used by patients on entry and exit

COVID-19: Cleaning Policy + Checklist located on the outside of the reception bench

Regular cleaning with spray and wipes of:

- Benches
- Couches
- Keyboard + Mouse
- 
- HICAPS
- Water Dispenser
- Tables + Surfaces

### Treatment Rooms:

Easy-wipe pillows cleaned after each use

Disposable pillow cases discarded after use

Linen changed after each client

Gloves and masks available

Clean with spray and wipes after each patient:

- Pillow case
- Facehole
- Desk
- 
- Door handle
- Any equipment used
- Hands

### Bathroom:

Paper-towel and bin to be provided (NO hand towels to be put out)

Soap  + instructions for use to be accessible at the sink

Regular cleaning with spray and wipes of:

- Light switch
- Door handle
- Toilet lid
- Cistern Lid/Button
- Bin Lid
- Taps + Faucet

- Sink [ ]

## Gym:

Sanitizer and wipes to be accessible on window sill

Clean with spray and wipes after each patient:

- All equipment used [ ]

Regular cleaning with spray and wipes of:

- Bars [ ]
- Racks [ ]
- Mats [ ]
- Benches [ ]

## LEGEND:

- |     |  |
|-----|--|
| [ ] | <b>Antibacterial Spray and Wipe</b> (1g/L Benzalkonium Chloride)               |
| [ ] | <b>Couch and Carpet Cleaner</b> (4g/L Hydrogen Peroxide)                       |
| [ ] | <b>Antibacterial moisturizing liquid soap</b> (5g/L Polyaminopropyl biguanide) |
| [ ] | <b>Hand Sanitizer</b> (Min. 70% Ethanol)                                       |
| [ ] | <b>Table Wipes</b> (Detergent Wipes)   |

## Social Distancing

- **Reception Closed:** All payments will now be performed within the treatment room to prevent unnecessary movement throughout the clinic.
- **Door Signage:** Please wait in vehicle signs have been placed at entrance to stop patient crossover.
- **Staggered Appointments:** All appointments have been staggered so that there is less chance of patient crossover at beginning or end of session.
- **Reduction of Appointment Availability:** All gym/rehab classes have ceased. Treatment room use has been reduced from three to a maximum of two in use at any given time.
- **Gap Between Each Session:** Cleaning and sanitisation of treatment room between each client, with 15min breaks implemented between every second client to allow for reduced patient crossover and cleaning of reception areas.
- **Room Capacity:** All rooms signed with maximum capacity at entrances, calculated at a max of 1 person per 4m<sup>2</sup>.

## 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 and departure times can be monitored by the receipts issued.
- **Keep name and mobile number of any person without a recorded appointment for all staff, visitors and contractors for a period of at least 28 days:** Information will be gathered via QR code utilising ([www.covidcomply.com.au](http://www.covidcomply.com.au)), with signage on door and entrance. Records are only to be used for tracing COVID-19 infections and are stored confidentially and securely.
- **Managing the “5km rule” for patients: \*\*No longer in force\*\*** 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/s. We are advising patients to 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 staff: \*\*No longer in force\*\*** Workers from permitted industries are **allowed outside their homes to travel to or from work**, even during the 8:00pm to 5:00am curfew. Victorian Premier Daniel Andrews says **employees will be required to carry a worker permit** when they travel to their workplace or home from work. As we don’t have workplace ID’s (nurse or police officers), we will provide each of our workers with a signed (both parties must sign) 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, 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 15.

## Staff and Patient Communication

### Staff Communications

- **WhatsApp Group:** Live, on the minute updates to our entire staff via our WhatsApp messaging group.
- **Email and text message groups:** Rapid staff updates by email or text relating to any changes to our COVID-19 safe protocols.
- **Zoom:** Where possible, “group” meetings hosted on Zoom. All face to face group meetings will be limited and adhere to physical/social distancing requirements.

### Patient Communications

- **Website:** COVID-19 page in menu bar, with the most essential information for our patients.
- **Treatment confirmation and reminders (text and email):** Both emailed booking confirmation (at the time of appointment being made) and SMS appointment reminders (24 hours prior) include a COVID Screen form and have an immediate link to our devoted COVID-19 webpage which outlines all important information relating to our COVID-19 safety plan.
- **MailChimp:** Mass audience weekly email (more often if required) to our entire staff and patient list to update and inform them of any changes to our COVID-19 safety protocols and measures.

## Procedure for Positive COVID-19 Test

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.

**We outline our procedures if a positive COVID-19 test arises from day to day operations or immediate family members of a staff member on the following page.**

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

- Shut the clinic immediately – FOS 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 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).
- Contact DHHS for further advice regarding patients who have attended the clinic – do they need to be tested? Self-isolate?

- 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.
- If necessary, shut the clinic immediately - FOS 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 a 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 signs or 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.
- 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?

## Staff & Patient Well-Being

- **Exclude staff, patients and contractors who are unwell:** Sent home and advised to complete a COVID-19 test. Informed that they are unable to attend the clinic/s until they receive their test result and are sign/symptom free.
- **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). Advice to all staff about not overcrowding the waiting room area so as to maintain the 4 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 staff 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 any staff member, whether an employee or sole trader.
- **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. Signs displaying that masks and eye protection (for practitioners) are mandatory. Signage to indicate maximum number of people in the waiting room (4).
- **Mental well-being “check ins”:** Daily support of all staff’s mental well-being via text, phone calls, Zoom or physical/social distancing appropriate face to face discussions at the workplace. Ensuring all staff are maintaining their own well-being via their self-care needs (whether that be exercise, nutrition, sleep, stress relieving practices and hobbies).