

# COVID Safe plan

## Our COVID Safe Plan

Business name:	Bayside Healthy Living
Site location:	108 Willis Street, Hampton, Vic, 3188
Contact person:	Dr Amanda Hordern
Contact person phone:	0404 913 662 / 1300 365 254
Date prepared:	August 6, 2020

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<p><b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b></p>	<ul style="list-style-type: none"> <li>• <i>Hand sanitiser stations (including paper towels) are located at the front entrance to the clinic, and in the client /staff toilet and bathroom, the consulting room, and the administration area.</i></li> <li>• <i>Hand washing guidelines are displayed in toilet &amp; bathroom area.</i></li> </ul>
<p><b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b></p>	<ul style="list-style-type: none"> <li>• <i>Windows and doors to clinic are opened at the beginning and end of day to promote airflow (closed during sessions to facilitate quiet and privacy).</i></li> <li>• <i>Fans in effect for bathrooms.</i></li> <li>• <i>Heating and air-conditioning available in consultation area (20 sqm for 2 people) and administrative areas.</i></li> <li>• <i>Waiting rooms have been removed and clients are requested to maintain prompt timing.</i></li> <li>• <i>Scheduling of sessions to prevent overlap and allow cleaning before, between and after client sessions.</i></li> </ul>
<p><b>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</b></p>	<ul style="list-style-type: none"> <li>• <i>Clients complete a pre-entry Covid-19 Health Screen Questionnaire to determine if there are any concerns about wearing masks during therapy session.</i></li> <li>• <i>Staff wear face coverings when clients are present and only take them off at the client request and when the 4 square distancing practice is in place.</i></li> <li>• <i>Staff and clients wear face coverings in alignment with guidelines.</i></li> <li>• <i>Staff will wear face masks at all times when in the presence of other staff.</i></li> <li>• <i>A supply of disposable face masks is kept on the premises in the event that any client or staff member has not brought their own.</i></li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	<ul style="list-style-type: none"> <li>All staff have received training on essential hygiene practices such as hand and cough hygiene (including how to wash and sanitise their hands correctly), requirements for safe distancing and appropriate use of face masks.</li> <li>All staff are to be reminded of the importance of not attending work if unwell. Wages will not be impacted as they are supported by JobKeeper.</li> <li>All clients are reminded of good hygiene practices and requirements in place prior to attending their appointment and reinforced again on arrival at their appointment at the practice.</li> </ul>
Replace high-touch communal items with alternatives.	<ul style="list-style-type: none"> <li>All staff and clients are temperature checked on arrival with a touchless thermometer.</li> <li>All clients are asked (prior their appointment) to bring a water bottle and a small blanket. Water glass is washed and replaced between clients if used. Clinic blanket is washed and replaced between clients if used.</li> <li>All furniture is cleaned between clients. Sessions are staggered to allow these activities to occur and next client not permitted to enter until complete.</li> <li>Staff are allocated zoned areas, to minimise common areas.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Cleaning</b>	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	<ul style="list-style-type: none"> <li>All high touch surfaces in the consulting room are cleaned and disinfected between clients.</li> <li>Bathroom high touch surfaces are cleaned and disinfected after each use.</li> <li>Sharing of equipment will be avoided where possible and items wiped down before and after use where that isn't possible.</li> <li>Shared staff spaces are cleaned and disinfected at regular intervals (twice a day)</li> </ul>
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	<ul style="list-style-type: none"> <li>Adequate supplies of cleaning products, including detergent and disinfectant are available at all times.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Physical distancing and limiting workplace attendance</b>	
Ensure that all staff that can work from home, do work from home.	<ul style="list-style-type: none"> <li>Any staff member whose duties can be undertaken at their home residence, will do so.</li> <li>Remote client clinic sessions are offered and encouraged, however due to sensitive and personal nature this is not always appropriate and face to face session are provided in these instances in a COVID-19 safe and hygienic manner.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Physical distancing and limiting workplace attendance</b>	
Establish a system that ensures staff members are not working across multiple settings/work sites.	<ul style="list-style-type: none"> <li>All staff will be either working from the practice or from home.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Physical distancing and limiting workplace attendance</b>	
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	<ul style="list-style-type: none"> <li>All visitors (staff, clients, carers, and anyone else requiring entry to the premises) will have their temperature taken on arrival.</li> <li>They will be asked a series of questions outlined in a COVID-19 Health Screen Questionnaire pertaining to their health status and be introduced to the hygiene practices in place.</li> <li>Clients are made aware that if they have any health concerns they should not attend without any cancellation penalty being applied. If staff or clients have had COVID test, then they must not attend until they have a clear result.</li> </ul>
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	<ul style="list-style-type: none"> <li>There will be one staff member per four square metres of enclosed workspace at any one time and staff will be spaced at least 1.5 metres apart.</li> <li>Clear signage denotes areas which are to be accessed by client / staff.</li> </ul>
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	<ul style="list-style-type: none"> <li>Clear markings on doors, indicating which areas can be used.</li> <li>Staggered sessions so that no more than one client in attendance at any one time.</li> <li>Clinicians trained and enforce social distancing and adherence to 4 sqm requirements</li> </ul>
Modify the alignment of workstations so that employees do not face one another.	<ul style="list-style-type: none"> <li>All staff are separately zoned, with no common area.</li> </ul>
Minimise the build up of employees waiting to enter and exit the workplace.	<ul style="list-style-type: none"> <li>Sessions staggered, with sufficient time to prevent overlap.</li> <li>Waiting room has been removed.</li> <li>Guidelines provided to clients and staff.</li> </ul>
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	<ul style="list-style-type: none"> <li>Zoned work area, with greater than 4 square meters.</li> <li>Minimised cross over, with social distancing and masks employed when within 1.5 metres.</li> </ul>
Review delivery protocols to limit contact between delivery drivers and staff.	<ul style="list-style-type: none"> <li>Where possible, all deliveries to Bayside Healthy Living will be contactless. In the event that a signature is required, a safe distance will be maintained.</li> </ul>

Guidance	Action to mitigate the introduction and spread of COVID-19
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<ul style="list-style-type: none"> <li>• Clients sessions are staggered and strict timekeeping to prevent overlap, or waiting.</li> <li>• Client has contact with only one clinician.</li> <li>• Admin staff zoned separately in practice.</li> </ul>
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	<ul style="list-style-type: none"> <li>• Notices that clearly outline COVID-safe hygiene practices and distancing strategies along with Bayside Healthy Living's requirements and expectations of clients and staff are predominantly displayed throughout the main thoroughfares of the building.</li> <li>• Guidelines also provided via email prior to sessions.</li> </ul>

Guidance	Action to ensure effective record keeping
<b>Record keeping</b>	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<ul style="list-style-type: none"> <li>• Any person entering the premises for services related to the practice is required to fill in and sign a Register that details their contact details and information pertaining to the purpose of their visit.</li> </ul>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<ul style="list-style-type: none"> <li>• Staff to be educated on meeting OHS requirements, including information about any incidents.</li> </ul>

Guidance	Action to prepare for your response
<b>Preparing your response to a suspected or confirmed COVID-19 case</b>	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<ul style="list-style-type: none"> <li>• Employer and employee roles and responsibilities will be clearly outlined with regard to an outbreak of COVID-19 and related face to face closure of the workplace.</li> <li>• Links to escalation process is at hand for immediate response.</li> </ul>
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	<ul style="list-style-type: none"> <li>• A process will be established to ensure the practice can provide records to DHHS and contact relevant clients, staff members and visitors.</li> <li>• The Operations Director and Administration Officer will prepare records from the period of 48 hours prior to the onset of symptoms in the suspected case that include staff rosters and details, along with clients and visitors to assist in contact tracing should a client or employee test positive.</li> </ul>
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	<ul style="list-style-type: none"> <li>• A process will be implemented for the cleaning and disinfection of staff's workspace and high touch surfaces.</li> <li>• A process will be established for determining whether closure or part closure of the business and/or implementation of other control measures are required to manage risk.</li> <li>• Where a case is confirmed to have been in the workplace, cleaning must be undertaken in accordance with DHHS guidance. Employers will undertake a risk assessment to determine whether the business should be closed.</li> <li>• Where a suspected case is present at the workplace in the 48 hours prior to the onset of symptoms, employers will take all practicable steps to manage the risks posed by the suspected case, including cleaning the affected employee's workspace, areas they used and high-touch surfaces.</li> </ul>

Guidance	Action to prepare for your response
<p><b>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</b></p>	<ul style="list-style-type: none"> <li>• <i>A staff member or client suspected to have COVID-19 will be supported to travel home immediately.</i></li> <li>• <i>The employer will request that any suspected case of COVID-19 be tested and self-isolation required.</i></li> </ul>
<p><b>Prepare to notify workforce and site visitors of a confirmed or suspected case.</b></p>	<ul style="list-style-type: none"> <li>• <i>An effective system to efficiently communicate with clients, staff and visitors, where there has been a suspected or confirmed case of COVID-19.</i></li> <li>• <i>For a confirmed case, employers must inform staff, clients and visitors who are close contacts and direct them to stay in self-isolation.</i></li> <li>• <i>For a suspected case, employers must inform all staff at the workplace to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</i></li> </ul>
<p><b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b></p>	<ul style="list-style-type: none"> <li>• <i>Details available and staff educated on importance of immediately notifying WorkSafe Victoria.</i></li> <li>• <i>Clinic to be closed for deep cleaning, contact tracing, and isolation as appropriate.</i></li> </ul>
<p><b>Confirm that your workplace can safely re-open and workers can return to work.</b></p>	<ul style="list-style-type: none"> <li>• <i>A process will be established for confirming that the business will be reopened in line with advice from DHHS.</i></li> <li>• <i>A process will be established for confirming a staff member or client (with a suspected or confirmed case) does not have COVID-19 before returning to the practice.</i></li> <li>• <i>A process will be established for notifying DHHS that the practice is reopening.</i></li> <li>• <i>Employers may reopen the workplace once they have assessed that all required measures within the directions have been completed.</i></li> <li>• <i>DHHS must be notified that a workplace is reopening.</i></li> </ul>

I acknowledgement I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Signed



Name: Dr Amanda Hordern

Date : 6/08/20