

COVID Safe Plan

Last updated 19/11/2021

The health and safety of our patients and staff remains of utmost importance. We are continuing to adhere to changes in Government regulations and adjust our practices and procedures as required.

Our aim is to continue to provide essential health services in an environment where the risks of exposure to COVID-19 is managed to the best of our ability.

Screening

- COVID-19 screening questions are used as a part of the booking process for all appointments made (via phone or online) and a message is included in the reminder SMS.
- Signage is in place on the entry doors advising people not to enter the building if unwell/exposed to COVID-19.
- Practitioners and staff have been advised not to come to work if they are feeling unwell or have any symptoms related to COVID-19 and get tested. They are not to attend work if they are a close contact to a positive case or have family members awaiting test results.

Attendance/Record Keeping

- Our computerised record keeping system documents the date and time of attendance for all patients. Contact details for all patients are maintained in the record keeping system.
- The names of all practitioners working on any given day are also documented and in the record keeping system. The company holds the contact details of the all the practitioners.
- A reception/administration roster is displayed in the office area and the company has the contact details for all the reception/administration staff.
- A QR code in place at the Clinic with print outs at entrances, reception, and in the waiting areas. This is for use by patients, visitors, staff & practitioners.
- All patients and visitors (anyone on site for 15 minutes or more, those accompanying a patient, external workers etc.) will be asked their vaccination status upon arrival and this information will be recorded.
- Our Clinic is compliant with the Victorian Government's mandatory vaccination requirements. Practitioner and staff vaccinations status is recorded.

Hygiene & Cleaning

- Hand sanitiser is in place in multiple sites throughout the premises for staff, practitioners and patients.
- Practitioners have completed the Australian Government Department of Health's COVID-19 Infection Control Training Course.
- Disinfection wipes or medical grade disinfection spray and paper towels are in use in consultation rooms and other areas such as the exercise area and reception.
- Treatment couch covers have been removed and practitioners are wiping treatment couches after each patient with medical grade disinfection spray and paper towels.
- Disposable sheets are available to be used on the treatment couches or to cover pillows, if required.
- Any towels or the like are only for individual/single use.
- In the exercise area all users are required to wipe down the equipment (with disinfection wipes or disinfection spray and paper towels) both before and after use.
- All work spaces such as consulting rooms and reception are wiped down (disinfection wipes or disinfection spray and paper towels) between shifts.
- Shared items such as magazines, toys and reusable cups have been removed from the waiting rooms. We encourage people to bring their own water bottle if required.
- Our premises are thoroughly cleaned daily by Natures Angels PL.

Safety and Personal Protective Equipment (PPE)

- All patients are required to wear a mask (unless they have an exemption) on our premises. The type of mask required is dependent on their vaccination level:
 - Single vaccinated and unvaccinated will be given a P2 to wear while in the building.
 - Double vaccinated may wear their usual mask. If participating in a Group Exercise Class, they may remove their mask while exercising, but only when physical distancing requirements can be adhered to.
- Practitioners will wear P2 masks when consulting and masks to be replaced every 4 hours. They can also choose to wear safety glasses at any time. Gloves will be worn when clinically appropriate.
- Reception and administration staff will continue to wear a surgical mask (or they can choose to wear a P2 mask) and masks to be replaced every 4 hours. They can also choose to wear safety glasses at any time.
- All visitors must wear a mask unless exempt when on site. If unvaccinated then a P2 mask will be supplied for them to wear.
- If a patient, or person attending with a patient, is unvaccinated or not yet fully vaccinated AND has a medical condition that prevents them from wearing a mask, they need to call and speak to us before attending an appointment or coming on to our premises. Special arrangements will be made for them to attend, or the consultation may be done by Telehealth. They will not be able to participate in Group Exercise Classes. We also ask that only one person (parent or carer) attend with the patient.

Physical Distancing and Limiting Workplace Attendance

- The number of chairs in our waiting areas have been reduced and the remainder spread out to allow for the required physical distancing.
- Patients have the option of waiting in their cars and a SMS is sent when the practitioner is ready to see them.
- When exercise equipment is used as part of the treatment/rehabilitation program, physical distancing must be adhered to.
- Telehealth consults are available for as many of our services and with as many of our practitioners as possible.
- Staff that are able to work from home all/some of the time have been set up to and are doing so.

Reporting A Suspected Or Confirmed COVID-19 Case

- It is noteworthy that to date we are not aware of anyone attending our premises whilst infectious with COVID-19.
- If we are notified that a person has visited our premises whilst infectious with COVID-19, we will:
 - Inform the Victorian Government of Health and Human Services and assist with any of their requirements.
 - Be proactive in assisting with contact tracing.
 - Undertake a deep clean of the impacted building.
- Instruct the COVID-19 positive person (practitioner, staff member or patient) not to return to our premises until the self-isolation period is completed and a negative test result is sighted and recorded.

GENERAL HEALTH INFORMATION:

To stay informed and up to date with the latest information go to the Department of Health and Human Services (DHHS) website: <https://www.dhhs.vic.gov.au/coronavirus>

The DHHS has also established a hotline where any member of the public can call to seek information on COVID-19 on 1800 675 398.

For further health information the number for Victoria's 'Nurse on Call' is: 1300 60 60 24.

Details about the legal exceptions for face masks in Healthcare settings can be found here: <https://hcc.vic.gov.au/public/wearing-face-mask-healthcare-settings-what-are-legal-exceptions>