

**> 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	North Narrabeen Remedial Massage Therapy
Business location (town, suburb or postcode)	89 Rickard rd North Narrabeen 2101
Completed by	Kevin Hernandez
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Effective date	2 August 2021
Date completed	18 August 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.

There are currently no other staff but in the event that there is other staff, the following will apply;

All team members are regularly reminded not to attend work if unwell. As per NSW Health advice staff are to follow requirements for

testing and self isolating. General wellbeing of staff is monitored as appropriate when attending work and all team members will be supported to keep their health and wellbeing a priority

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

There are currently no other staff but in the event that there is other staff, the following will apply;

Practitioners advised to seek advice from their relevant business advisor as all practitioners are self employed as independent contractors.

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

Our COVID policy is on the business website and a COVID health form is sent to a client upon making a booking which needs to be completed prior to their arrival. Clients are advised not to attend if sick, to contact us to reschedule.

There is currently no cancellation policy to accommodate last minute cancellations due to the person experiencing symptoms or need to isolate etc.

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.

No clients are seen if showing any signs of illness as it is not a medical practice. As allied health professionals we are declining bookings for persons who are showing any signs of symptoms or who are self isolating.

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

Conditions of entry are displayed on our website and clearly stated in the COVID health form they fill in prior to coming to the premises.

Encourage staff to access COVID-19 vaccination.

There are currently no other staff but in the event that there is other staff, the following will apply;

All staff individually contacted to encourage vaccination and requested to keep us informed of their current status.

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.

Staff work in their own treatment rooms and clients are advised not to bring anyone unrelated to the service with to help limit the number of people on the premises

. Staff are to

clean their work surfaces at the end of their shift.

Masks are worn inside the premises at all times by all staff and as much as possible by clients (unless a client is lying face down and breathing is impaired).

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

Physical distancing is encouraged inside the clinic through spacing of a limited number of chairs in the reception area. Single chairs are available for clients in treatment rooms. There is space for only one client can be checked out at the reception desk at a time.

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.

Limited seating available, There is no more than one clients at the premises at one time.

Bookings are managed with extended breaks between clients where possible to reduce waiting time at reception when checking in and out.

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

Due to size of premises there is not a high volume of clients at one point in time.

Physical barriers include the room that the clients change whilst preparing for the treatment.

Encourage telehealth appointments where practical.

Bookings are only available online or over the phone. No walk ins.

Use telephone or video for essential staff meetings where practical.

There are currently no other staff but in the event that there are other staff the following will apply;

Contact with staff by phone or email, often through group chat SMS. When talking in the clinic, staff stand at a safe distance and discussion times kept to a minimum, with further contact by phone, SMS and email instead of having staff meetings.

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.

Only one staff in the premises at one time and in the even that there is more than one, physical distancing rules apply and surgical masks should be worn where physical distancing cannot be maintained.

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

Deliveries are contactless as much as possible and parcels delivered to the door of the premises.

Hygiene and cleaning

Adopt and support good hand hygiene practices.

All staff to keep following current hygiene practices and those outlined in COVID safety guidelines. Signage at the washing station illustrate correct hand washing techniques. Staff are to wash and disinfect hands before and after treating each client, before and after eating or touching equipment.

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

bathrooms have hand soap and paper towel available. Everyone is encouraged to use hand sanitiser upon re-entering the clinic

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

Hand sanitiser is available at the reception area where client's check in and in the treatment room,

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.

N/A - not a medical practice (disposable face masks available for staff, they should be changed throughout the day as needed)

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).

The front door can be opened during the day as well as windows in the treatment room and common area. Air conditioning is well maintained.

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

Cleaning is carried out throughout the day by various team members. All treatment surfaces are cleaned after each client. Disinfectant cleaning procedures include wiping with disposable disinfectant wipes, Detergent spray used for general cleaning on a regular basis. Floors are mopped regularly, door handles wiped and bins are lined with disposable garbage bags which are emptied daily. Frequently touched areas are cleaned regularly, including reception surfaces.

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

WHO recommended products have been purchased and all products to be used as appropriate.

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

Staff are to maintain good hygiene practices and are to wash their hands before and after cleaning.

Encourage contactless payment options.

Electronic payment options are encouraged.

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 the NSW Government a QR Code system or similar. Ensure it is possible to distinguish between in-person and telehealth appointments.

Note: A person entering any health or medical facility, other than a pharmacy, as a patient, is not required to provide contact details under the *Public Health (COVID-19 Gathering Restrictions) Order (No 2) 2021*.

Our booking system records all clients attending for appointments at the centre. Additional check in using QR code is required for

all persons entering the clinic.

Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

QR code signs are on the premises to allow easy checking in and out.

Clients are not taken into treatment rooms until they have completed the check in on their mobile device. If they are unable to check in then their visit is recorded on the booking database (checking time in and out is to be recorded) and an additional note can be recorded on their file if needed.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

As above, all clients entering the clinic (and support persons) who are unable to check in with QR code should have their visit registered in the database which can be access immediately if required.

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

Will be considered if appropriate

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.

Yes, Cooperation and compliance is mandatory

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

Yes