

> HELPING BUSINESS GET BACK TO WORK

30 June 2020

COVID-19 Safety Plan

Effective 1 July 2020

Beauty and other services (including spas, nail, waxing, tanning and hairdressing salons, and massage and tattoo parlours)

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or you can choose to download and create a new version of the plan.

Businesses must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws. For more information and specific advice for your industry go to nsw.gov.au

BUSINESS DETAILS

Business name: Maitland Myotherapy & sports Massage

Plan completed by: Chris Lindus

Approved by: Chris Lindus

Requirements for your workplace and the actions you will put in place to keep your customers and workers safe

REQUIREMENTS	ACTIONS
Wellbeing of staff and customers	
Exclude staff and customers who are unwell from the clinic.	<ul style="list-style-type: none"> • Screening document sent to each patient every day. • Screening document reviewed / updated daily as required to take in to account current guidelines and local conditions. • Document must be completed prior to entry to the clinic. • Temperatures obtained by non-contact thermometer prior to entry to the clinic. Those with temperature >37.7° excluded.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<ul style="list-style-type: none"> • Completed Department of Health Covid-19 Infection and control Training.
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<ul style="list-style-type: none"> • No-staff • I am aware that if I show any symptoms, I will close the clinic immediately and proceed to Maitland Hospital for testing. I will keep the clinic closed for a minimum of 14 days regardless of the testing results and will get re-tested prior to re-opening.
Display conditions of entry (website, social media, salon entry).	<ul style="list-style-type: none"> • All conditions of entry updated and displayed on the www.maitlandmyo.com.au web site. • Conditions of entry available vis social media. • Conditions of entry posted on clinic door.
Understand the health status / requirements of all patients	<ul style="list-style-type: none"> • I have conducted thorough client profiling to gain a deeper understanding of my patients, their needs and unique health circumstances • I am aware of the average age of my clients and the majority do not fall into a high risk category for severe illness from COVID-19 (over 70 and over 65 with chronic health conditions, Aboriginal and Torres Strait Islander people over the age of 50)

Understanding Local Conditions	
Ensure authority to practice in current conditions	<ul style="list-style-type: none"> • I have called my local state/territory authority to seek clarity regarding the current status of myotherapy & massage therapy practice and have described the specific setting(s) in which I conduct treatments
Understand the local conditions and statistics in relation to number of new and active cases.	<ul style="list-style-type: none"> • Social media review daily following Jenny Atchison (Federal Member of Parliament) to daily update local statistics. • https://www.health.nsw.gov.au/Infectious/covid-19/Pages/recent-case-updates.aspx

Wellbeing of self and patients	
Assess personal risk factors	<p>I am not:</p> <ul style="list-style-type: none"> • Over the age of 70years • Aged over 65 years with chronic medical conditions. • Aboriginal or Torres Strait Islander and aged over 50 years • Living with someone who is at greater risk of more serious illness from Covid-19
Exclude staff and customers who are unwell from the clinic.	<ul style="list-style-type: none"> • Screening document sent to each patient every day. • Screening document reviewed / updated daily as required to take in to account current guidelines and local conditions. • Document must be completed prior to entry to the clinic. • Temperatures obtained by non-contact thermometer prior to entry to the clinic. Those with temperature >37.7° excluded.
Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.	<ul style="list-style-type: none"> • Completed Department of Health Covid-19 Infection and control Training.
Have a basic understanding of Epidemiology of Covid-19	<ul style="list-style-type: none"> • I have Read and understand this document epidemiology of COVID-19
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<ul style="list-style-type: none"> • No-staff • I am aware that if I show any symptoms, I will close the clinic immediately and proceed to Maitland Hospital for testing. I will keep the clinic closed for a minimum of 14 days regardless of the testing results and will get re-tested prior to re-opening.
Display conditions of entry (website, social media, salon entry).	<ul style="list-style-type: none"> • All conditions of entry updated and displayed on the www.maitlandmyo.com.au web site. • Conditions of entry available vis social media. • Conditions of entry posted on clinic door.

REQUIREMENTS	ACTIONS
Physical distancing	
Capacity must not exceed one customer per 4 square meters of space.	<ul style="list-style-type: none"> The clinic room is 12.5 square meters, which would allow for a maximum of 3 people in the room at any one time. Patients are asked to come alone except for those requiring a carer or one parent/guardian of a minor.
Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as at the counter.	<p>Wall signs and verbal instructions are given to ALL patients during their time in the treatment room. Upon arrival the process is:</p> <ul style="list-style-type: none"> Patient is met outside the door and temperature checked. Patient is instructed to enter the waiting room and sanitise hands. Patient is then instructed to continue into the treatment room and sit and place belongings on the padded box provided without touching anything else. After any discussion takes place the patient is asked to dis-robe and lay on the table without touching any other item or surface in the room.
Ensure seating in waiting and treatment areas complies with physical distancing of 1.5 metres, where possible.	Until further notice, the waiting room is closed, patients are asked to wait in their car until called to enter.
Use telephone or video for essential meetings where practical.	The use of video has been investigated and found to be unsuitable in most situations. There are some instances where TeleHealth treatments may be suitable and will be utilised where appropriate
Where reasonably practical, stagger treatment times to avoid patient contact	A minimum of 30minutes gap between patients to allow for cleaning. This also prevents patients arriving / departing at the same time.
Consider physical barriers such as plexiglass around counters with high volume interactions with customers.	The use of physical barriers has been investigated and found unsuitable for the environment.
Review regular deliveries and request contactless delivery / invoicing where practical.	All couriers are encouraged to provide contactless deliveries.
Have strategies in place to manage gatherings that may occur immediately outside the premises.	<p>All patients are requested to remain in their vehicles outside the premises until asked to enter.</p> <p>A security camera has been installed to monitor patient movements.</p>

REQUIREMENTS	ACTIONS
Hygiene and cleaning	
Adopt good hand hygiene practices.	<p>Hands are washed with soap and water for 20sec as per NSW Dept. Health guidelines.</p> <ul style="list-style-type: none"> • At the completion of a treatment prior to commencing paperwork. • At the completion of cleaning procedures. • Immediately prior to commencing treatment.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.	Patients are advised that there will be no bathroom facilities available until further notice.
Any surfaces customers touch should be cleaned with a detergent or disinfectant solution or wipe between each customer. Towels and linen should be laundered between customers.	<p>At the completion of each treatment high touch areas (patient seat/box and massage table) are cleaned.</p> <ul style="list-style-type: none"> • All contact surfaces are sprayed with an approved disinfectant (Castle Chemicals – FightBack or Whitely Health – Viraclean) and left wet on the table for a minimum of 10 minutes. • After 10 minutes the surfaces are cleaned with a Ph neutral detergent (Surface wipes or Athlegen Vinyl Cleaner) • The surfaces are then dried with a clean microfiber cloth which is then machine washed prior to re-use. <p>The following surfaces / items are cleaned with an approved sanitizer spray (>70% alcohol)</p> <ul style="list-style-type: none"> • Door handles • Desk top • Desk pad/protector • Hicaps terminal • Eftpos terminal • Pens • Oil and Creams bottles/pots • E-stim device / Kidney dishes / Cups • AC and Heater control (if touched)
Remove excess surfaces	<p>I have conducted an audit of the Waiting Room and Clinic Room and have removed all non-essential:</p> <ul style="list-style-type: none"> • Furnishings • Magazines and books • Rugs • Exercise equipment • Linen and comforters on massage table • Massage table accessories
Ventilation	During the cleaning process the front door and either window or garage doors are opened to allow airflow through the clinic room.
Clean areas frequented by staff or customers at least daily with detergent/disinfectant. Clean frequently touched areas and surfaces several times per day with a detergent or disinfectant solution or wipe.	<p>Items cleaned during lunch break and at end of day.</p> <ul style="list-style-type: none"> • All above • All hard surfaces – bench tops and cupboard doors / handles • Light switches • Floors are disinfected with spray mop.
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.	All disinfectant solutions are maintained at strength as directed by the manufacturers.
Cleaning product supplies	<p>All cleaning products are approved "hospital grade" or "TGA approved"</p> <p>I have a steady and reliable supplier of:</p> <ul style="list-style-type: none"> • Cleaning products • PPE
Remove product testers or samples from public access.	All cleaning products are kept outside the clinic room when cleaning has been completed. Public have no access to chemicals at any time.

Remove books, magazines, pamphlets and iPads.	All books, magazines, pamphlets and business cards have been removed from public access.
Staff are to wear gloves when cleaning and wash hands thoroughly after with soap and water.	During the cleaning process the following will be worn. <ul style="list-style-type: none"> • Nitrile gloves – disposable • Safety goggles Respirator mask
Encourage contactless payment options.	Patients are encouraged to pay by contactless methods where possible
Clean Linen	All clean linen has been removed from the clinic and is now stored in the office to prevent contamination.
Used Linen	All used linen is stored in a suitable linen bag with a draw string separate to the clinic room
Laundry	I have conduct an audit over the phone with Castle Chemicals to ensure ALL practices exceed the national standards. A chemical Additive (Cidel) is added to all washes in sufficient dose as required by Castle Chemicals as per NHMRC guidelines Section 3.1.8
Waste	I have an enclose clinical waste bin with a lid and hands free opening system

REQUIREMENTS	ACTIONS
Record keeping	
<p>Keep a record of the name and a mobile number or email address for all staff, customers and contractors for a period of at least 28 days. Ensure records are used only for the purposes of tracing COVID-19 infections and are stored confidentially and securely.</p>	<p>Records of all patients and contractors are kept for contract tracing. Patients agree to this specifically in the screening document. Information is kept in a password protected customer relationship management system.</p>
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<p>We have advertised via social media the we support the use of the COVIDsafe App and all patients are asked they have the app at the commencement of treatments so my phone can be placed appropriately</p>
<p>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.</p>	<p>All co-operation will be provided if/when necessary.</p>