

**> 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	Newcastle Aquatic Physiotherapy
Business location (town, suburb or postcode)	2299
Completed by	Michelle Brown
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#### 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.

Staff understand they cannot come to work if they are feeling unwell and should return a negative Covid test before they return.

We will return in two teams to assist with distancing within the practice.

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

Staff can access sick leave entitlements should they be required to self-isolate.

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

Patients who show symptoms or feel unwell will be directed to stay home and not attend the clinic for therapy.

### **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.**

Any patients who display Covid symptoms will not be allowed entry to the facility by the Covid Marshall.

They will need to show a negative test result before returning to our facility.

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

QR Code check in is in place and a written check in log is provided for those who do not have a mobile device. We have details of our conditions of entry displayed on our website, facebook page and at the entry to the practice for clients to read and adhere to.

### **Encourage staff to access COVID-19 vaccination.**

All staff working in the practice are double vaccinated and all certificates are stored electronically within the practice. All staff have Medicare app to display their certificate as necessary.

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## **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.**

Signage is displayed showing physical distancing for all patients and staff.

All staff are provided appropriate PPE.

A staggered return to work has been implemented to ensure social distancing is achieved.

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

Reduced staff numbers and working days will keep crowding to a minimum. Waiting room chairs are spaced appropriately and crosses marked on the floor remind clients of the 1.5m distance rules.

**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.**

Reduced hours, days and staff will ensure minimal congestion in the waiting area. Covid Marshall at the front entrance will only allow booked clients to enter the practice.

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

Mask wearing indoors will be mandatory and distance markers are provided at reception to ensure social distancing is adhered to.

**Encourage telehealth appointments where practical.**

Only clients who have double vaccination status can enter the practice and telehealth consultations are available to any patient who requires it. Unvaccinated patients will need to arrange a telehealth consultation with their Physiotherapist.

**Use telephone or video for essential staff meetings where practical.**

All staff meetings are conducted via Zoom platform on a weekly basis.

**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 skeleton staff will be in the practice each day of opening and staff are encouraged to bring their lunches with them to avoid shopping centres during work hours.

Chairs are provided outside for meal breaks. Staff are required to wear masks at all times indoors unless they are seated to eat at break time.

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

Contactless delivery will occur at the front door with Covid Marshall, limiting access to the reception area.

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## **Hygiene and cleaning**

### **Adopt and support good hand hygiene practices.**

Hand sanitiser is available at point of access to practice in addition to being available throughout the facility.

Antibacterial wipes are used regularly on hard surfaces where contact maybe made and all treatment beds are wiped clean after each patient.

Plastic pillow cases are used with paper towel coverings for each client.

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

Bathrooms are well stocked with hand soap and paper towels.

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

Hand sanitiser is readily available at the entry and exit points, in the reception waiting area and treatment areas. Antibacterial wipes are also available at these points.

**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.**

Staff are provided with appropriate masks, plastic halos, disposable gowns and gloves to be used when treating patients in a closed areas i.e cubicle.

Staff have completed NSW Government Covid 19 training.

**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).**

Front doors will remain open for ventilation. Air conditioning units will use appropriate settings as set out in guidelines.

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

Ongoing cleaning by administrative staff throughout the day of frequently touched areas. Physiotherapy staff to clean down beds after each patients to ensure they are appropriately sanitised.

Cleaning staff to use hospital grade detergents and disinfectant during evening cleaning.

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

MSDS instructions are shown for all hospital grade cleaning products used within the practice.

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

Signage used around facility to enforce hand washing and information provided in regard to correct handwashing and sanitisation technique at wash station.

**Encourage contactless payment options.**

Patients are encouraged to use eftpos cards or direct deposits as the preferred method of payment.

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## 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*.

Staff and patients are required to check into the facility using the QR code provided.

A written record is provided for any patient or carer who does not have a mobile device and this is kept for a minimum of 28 days within the practice.

**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.**

Covid Marshall stationed at the front door will check for QR check in ticks or enforce the use of the written check in when a mobile device is not available.

Vaccination certificates are to be shown on mobile device, emailed to the practice prior to attending or witnessed in paper form by frontline staff.

Physical distancing will be observed and enforced in all areas of the facility

**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.**

Any person unable to provide contact details will be assisted by staff to sign in to the practice manually. These records will be maintained by the practice and provided immediately should an authorised officer request this evidence.

**General practices and other primary health service providers should consider registering their business through [nsw.gov.au](http://nsw.gov.au)**

Our Business is registered as per this requirement.

**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.**

This practice will cooperate with NSW Health if contacted in relation to a positive case of Covid-19 attending this workplace.

SafeWork NSW will be immediately informed of any positive case and the practice will undertake all regulatory cleaning as specified.

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

Yes