

COVIDSafe Plan

Guidance on how to prepare your COVIDSafe plan is available [here](#).

Our COVIDSafe Plan

Business name:	ABROSIA THERAPIES PTY LTD
Site location:	66 MIDDLE PARK DRIVE, POINT COOK, VIC, 3030
Contact person:	ROSS FAVELL
Contact person phone:	(03) 8375 0361
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Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
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.	<p>Hand sanitisers are stationed at the entry with signage and instructions to sanitise and wipe hands with sanitiser wipes before entering.</p> <p>Hand soap, sanitiser and disposable paper towels are positioned at the sink in the customer bathroom area with signage and instructions on correct handwashing techniques.</p> <p>Hand soap, hand sanitiser and signage with correct hand washing instructions are positioned at the main handwash area sink and sanitiser and signage in all treatment rooms.</p> <p>Therapists must wash and sanitise hands before and after every client and before and after using bathroom, eating, and before leaving and entering the clinic.</p>
Where possible: enhance airflow by opening windows and adjusting air conditioning.	Windows are slightly opened to enhance airflow and rooms are aired in between clients.
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.	<p>All therapists must wear disposable face masks during treatments and clients are required to wear a mask before entering the clinic and during treatment.</p> <p>Disposable masks are available for clients and therapists if they do not have their own. Therapists are required to use a fresh face mask for each treatment.</p> <p>Masks are securely disposed of after use. Disposable gloves are available for all staff if they wish to minimise skin to skin contact during treatment, gloves are not mandatory as hand washing and sanitising is proven to be just as effective.</p> <p>Instructions regarding PPE and hygiene protocols are posted in therapy rooms and at main clinic wash station.</p>
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).	<p>All staff have been trained on correct use and wearing of PPE including disposable masks, gloves, correct handwashing techniques and sanitising of hands. Oils and creams are dispensed using pumps which can be sanitised.</p> <p>Cleaning of all touch points between clients using an approved spray sanitiser and disposable paper towels, changing of towels in between every client and complete clean and sanitise of treatment room following final client of the day are standard practice.</p> <p>Masks, gloves, paper towels and other consumable items are disposed of in a lined bin. Towels are placed directly in washing machine and laundered daily.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Replace high-touch communal items with alternatives.</p>	<p>Items such as magazines, brochures, business cards etc have been removed from reception and treatment rooms, Pens, clipboards, merchant payment facility and other items which have customer contact are sanitised between clients and clients are always required to sanitise their hands before entry to the clinic and to wear masks to minimise contact contamination. Hand washing stations use pump dispensers for soap and sanitiser, paper towels are used for drying hands etc. Hand washing instructions are available at each wash station for both staff and clients with instructions to use paper towels when touching surfaces to minimise contact. Taps, door handles etc are all cleaned and sanitised every 2 hours while in use.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p>Cleaning of all treatment rooms between and after last client of the day is required. All contact surfaces are sprayed with an approved viral disinfectant solution and wiped with a disposable paper towel including massage tables, face cushions, bolsters, arm rests, chairs & stools, benchtop surfaces, door handles and massage cream & oil dispensers. Paper towels are securely disposed of and all linens, towels etc are placed in a bag lined laundry basket for washing. Towels and linens are washed daily using detergent, bleach and 80°C hot water then dried at 65°C over 2 hours.</p>
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p>Cleaning supplies are monitored daily and additional supplies purchased as required with a minimum supply on hand at all times to service the clinic for at least 2 days. Supplies such as detergents, sanitisers, paper consumables etc are all purchased by the clinic manager from approved suppliers to ensure consistency of product.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
<p>Ensure that all staff that can and/or must work from home, do work from home.</p>	<p>Any staff who feel unwell or have a potential exposure to COVID are required to stay home and appointments and clients will be rescheduled to either another therapist or postponed until such time as the staff member is available to provide the treatment. All staff are encouraged to manage their own rosters and allocate time when they do not wish to attend the clinic.</p>
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p>Staff are required to keep the clinic informed of any potential contact which may occur in other places they may be working or attend on a regular basis including schools etc. Staff generally only work at the clinic exclusively and are rostered to minimise cross over contact between therapists where possible.</p>
<p>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</p>	<p>All staff and clients are screened prior to attending the clinic and must wear masks and sanitise hands prior without exception. Online booking and phone booking require clients to confirm they have no potential COVID contact prior to making the booking and 48 hours prior to attending for treatment as part of the booking terms and condition. Staff who are unwell or suspect they have had potential COVID contact are not to attend the clinic..</p>
<p>Configure communal work areas and publicly accessible spaces so that:</p> <ul style="list-style-type: none"> • there is no more than one worker per four square meters of enclosed workspace • workers are spaced at least 1.5m apart • there is no more than one member of the public per four square meters of publicly available space. <p>Also consider installing screens or barriers.</p>	<p>Communal reception waiting room seating is configured to ensure 1.5m between clients and only 4 people including one staff member are permitted in the waiting area at any one time. Numbers in excess of this are required to wait outside or in their car, until such time as the numbers in the reception area are less than 4.. Only clients attending for treatment are permitted to enter the clinic, no other persons are permitted to enter the clinic with the client; with the exception of a child under the age of 16 where a parent / guardian must be present during treatment. No other person except the therapist and the client are permitted in a treatment room at any one time; with the exception of a child under the age of 16 where a parent / guardian must be present during treatment.</p>
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p>No floor markings are required due to the strict scheduling and management of staff and client numbers in the clinic and treatment rooms at any one time. Massage is a direct contact profession so floor markings would not serve any useful purpose.</p>
<p>Modify the alignment of workstations so that workers do not face one another.</p>	<p>Therapists work separately in their allocated treatment rooms and treatments are scheduled to minimise cross contact between other therapists and other clients. Treatment rooms are allocated to a one therapist at a time for sequential treatments over their shift where possible.</p>
<p>Minimise the build up of workers waiting to enter and exit the workplace.</p>	<p>Staff are rostered and staggered to minimise staff cross over time and to minimise contact with clients to minimum necessary. Only 3 therapists are able to work at any time and there is a 10min time frame from entry to treatment. Staff are able to wait at the rear of the clinic, away from the therapy rooms and reception for breaks.</p>

Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	Meal breaks are staggered to ensure only one staff member is on break at a time and this is away from the general clinic area and therapy rooms. No eating or drinking is permitted in the therapy rooms or other clinic areas. Physical distancing requirements have been addressed with staff.
Review delivery protocols to limit contact between delivery drivers and staff.	Any deliveries to premises are limited and are contactless in accordance with the postage and other courier requirements.
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	Rosters are scheduled to minimise cross over between therapists and clients are limited to a max of 3 in reception plus one staff member at any one time. Clients in excess of this are asked to wait outside or in their cars until they are called in and reception is cleared.
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.	Signage is placed upon entry to the clinic and in the reception area. Each Therapy Room is limited to 1 client and 1 therapist, except in the case where a minor under 16 yrs is being treated and an adult or guardian must be present during the treatment.

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	All therapists and clients attending the clinic are scheduled via the clinic calendar, addresses and contact details of clients are required prior to treatment. Clients must keep the clinic informed of any change in contact details, addresses or other changes including if they have had any potential exposure to COVID prior to entering the clinic. The clinic operates on an appointment booking system only, walk ins are not permitted.
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	Any OH&S incidences are reported to the clinic manager for action. Staff have been informed about the OH&S requirements and reporting process and this also forms part of their remedial diploma qualification prior to joining the clinic therapy team.

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
<p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<p>Business plan has been in action initially for 4 weeks during March 2020 lockdown. Planning post first lockdown initiated to ensure adequate funds available to cover and extended lockdown or possible closure due to COVID exposure and prepare staff for impact as well. Access of federal and state govt funding and grants for business continuity. Strong client base to fall back on once resumption of business is initiated.</p>
<p>Prepare to identify close contacts and providing staff and visitor records to support contact tracing.</p>	<p>Booking & Scheduling system tracks therapists and clients including contact details and ability to identify subsequent clients and contacts to notify of potential exposure.</p>
<p>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</p>	<p>Workplace is small and integrated so in the event of COVID exposure the entire clinic and building would need to be closed, all future clients informed and bookings cancelled until further notice, resident therapists tested and quarantined for the required period until confirmed negative. Clinic would need to be deep cleaned once cleared of COVID exposure and all equipment sanitised, and consumables disposed of in accordance with biohazard requirements.</p>
<p>Prepare for how you will manage a suspected or confirmed case in a worker during work hours.</p>	<p>Worker would be isolated away from anyone else in the clinic, the treatment room and other areas cordoned off to prevent entry. Clinic be immediately closed and all those present in the clinic informed of potential COVID exposure and instructed to return directly to their homes and self isolate away from anyone else until they have COVID testing to confirm if positive or negative & follow any instructions from DHHS. Worker to self isolate and have COVID testing and follow any instruction from the DHHS. Clinic manager to contact DHHS and inform them of potential contact and follow instructions as required.</p>
<p>Prepare to notify workers and site visitors (including close contacts)</p>	<p>Clinic manager to contact all those, clients and staff, who have had potential exposure to potential COVID infection in the previous 48 hours, to self isolate and inform anyone they have had contact with subsequent to attending the clinic. All workers instructed to stay at home and self isolate, get COVID testing and follow DHHS instructions.</p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p>Notify Worksafe VIC of the confirmation of COVID in the clinic and follow instructions given and take any action required. Initiate previous steps as indicated in points above.</p>
<p>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</p>	<p>Upon advice by DHHS that business is cleared to reopen, business premises to receive a full deep clean and all staff to ensure they have had DHHS clearance to resume work. Inform all clients that have had booking cancelled previously that clinic has reopened and clients ensure they pose no COVID infection risk to staff or other clients. Schedule clients to ensure no cross over with other clients while in the clinic and modify hours to minimise potential client and staff cross over unless treatments are being performed.</p>

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.

Signed: 

Name: Ross Favell, Clinic Manager

Date: 7/08/2020