



COVID 19 SAFETY PLAN 5.0

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A Message from The Directors

This COVID-19 safety plan has been created in consultation with DHHS and staff to help slow the spread of COVID-19 and reassure our patients that they can safely visit our clinics. This safety plan will be reviewed and updated regularly in light of the dynamic nature of changing restrictions and advice. This plan is in line with the current COVID-19 Public Health Orders, and will help to manage risks to staff and other people in accordance with Work Health and Safety laws.

The government has outlined that each COVID-19 Safe Plan must set out:

- your actions to help prevent the introduction of COVID-19 to your workplace
- the type of face mask or personal protective equipment (PPE) required for your workforce
- how you will prepare for, and respond to, a suspected or confirmed case of COVID-19 in your workplace
- how you will meet all the requirements set out by the Victorian Government. Some industries or workplaces are subject to additional industry obligations and have additional requirements of employers and employees.

Our COVID-19 Safety Plan is set out using 6 core categories and addresses each of the 4 above dot points from the Government. These 6 core categories include:

1. Signage
2. Staff & patient communication & management policies
3. Procedure for positive COVID-19 test
4. Cleaning and physical barrier management
5. Record keeping
6. COVID Vaccinations – staff and patient requirements

After each of the core categories is complete, the proceeding pages show our clinic signage relevant to the specific category. A black swan event is one that is unforeseen, unpredictable and causes extreme consequences. COVID-19 has been just that. Historically, the challenge for leadership during black swan events is to manage the crisis, whilst simultaneously planning and building for the future. We are now shifting our mindset at BIO and seizing the opportunity to energise our staff and patients by imagining a successful, thriving future and embracing trust as a catalyst to get us there.

Dr Laura Pearce

Owner

Back Into Osteopathy

Workplace obligations through COVID-19

As Victoria opens up during the COVID-19 pandemic, we have thoroughly gone through DHHS and Government standards to ensure we are practicing within the clinic as safe as possible. We have gone through steps such as:

- Elimination
- Substitution
- Engineering controls
- Administrative controls
- PPE

As we continue into the covid safety plan, we will see all measures have gone to prevent cross-contamination within the clinic as COVID-19 spreads throughout the community without spreading throughout our clinic.

- Have a COVID-19 Safety Plan in place that is regularly updated.
- Collect records of all workers, subcontractors, customers and clients attending the work premises for forty-minutes or longer.
- Ensure our staff are in good health - workers cannot work if they are unwell and employers must ensure they return to work in good health and with a negative covid test result.
- Staff are to be fully vaccinated up to the government mandate standards.
- If a staff member or patient is unwell, send them home and direct them to be tested. They must isolate until they have a negative test result and asymptomatic.
- Report any positive cases of COVID-19 to DHHS, WorkSafe, Health and Safety Representatives, and notify your workforce.
- Regularly clean your facilities, shared spaces and provide essential cleaning supplies.
- Undertake risk assessments for cleaning and the potential closure of your workplace in certain situations.

Elimination of Risk

Signage

Multiple signs are placed at the front of the clinic and throughout the clinic to further assist with communication and policy understanding. Signs include:

- Stop: Patient Health Warning (Appendix A)
- Treatment room cleaning practices (Appendix B)
- Hand washing guidelines at all sinks (Appendix C)
- Maximum Reception Capacity (Appendix D)
- Reception Floor Sticker (Appendix E)
- Patient Confirmation Email (Appendix F)
- Patient Reminder Text (Appendix G)
- Routine Cleaning List (Appendix H)
- Daily Cleaning Checklist (Appendix I)
- Essential Face Masks (Appendix J)

Patient Communication

Patient Confirmation Emails & Reminder Text both clearly state to not come in if they have experienced cold and flu symptoms as well as if they have been in close contact with someone experiencing cold & flu symptoms.

A link is sent out in the reminder text as “covid-19 pre-assessment questionnaire” with the following questions:

- Have you experienced cold or flu symptoms in the last 14 days?
- Have you been in close contact with anyone showing cold or flu symptoms?
- Are you awaiting results on a COVID-19 test?
- Have you returned from overseas?
- Despite the clinic practicing all of the covid-safety policies and procedures, do you understand that there is a risk of infection from COVID-19 by having a face-to-face appointment?

The text also clearly demonstrates our patient management policies see Appendix F & G

Patient Management Policies

On top of the “COVID-19 Pre-Appointment Screening” questionnaire in the reminder text (Appendix G & H), it also states clearly what is expected such as:

- Face mask
- Wait in car until the time of their appointment. Practitioner will call them when they are ready
- Initial patient form emailed prior to appointment as well as consent form completed in room

Procedure for Positive Cases & Close Contacts

Based on the DHHS Contact Assessment and Management Guidance: Primary care, community-based healthcare and emergency services release on the 17th of February 2022, we have created the following procedures:

Positive in a staff member who has been attending work:

- A person who is a confirmed or probably case of COVID-19 must notify the workplace if they attended work during their infectious period.
- Staff then notifies individuals if they are determined to be a contact of a confirmed or probable case and advise them of their obligations
- Staff can return to work after seven days and asymptomatic
- The workplace notifies the Department of Health if a suspected outbreak has occurred.
- Staff members will perform a PCR test to confirm if they contracted the virus as well

A recent patient reports a positive test:

- Staff member isn't considered a close contact if wearing a P2/N95 respirator fitted correctly
- All patients who visited that day are called up to confirm if they have had symptoms and disclose that they might want to conduct a RAT due to the slight contact to the positive case.

Positive test in an immediate family member of a staff member or patient:

- Staff member is to self-isolate until we understand the specifics of the case in question
- Patient is to return once the close contact is negative and they have also received a negative RAT result
- Staff member is COVID-19 tested prior to returning to work (and be asymptomatic).
- If a staff member, any staff members in close contact with that close contact and presenting with even the mildest symptoms of COVID-19 to be tested prior to returning to work (and be asymptomatic).
- Contact DHHS for further advice regarding patients who have attended the clinic to see that practitioner - do they need to be tested? Self-isolate? Etc.

Engineering Controls

Physical Barriers

Sneeze guard has been installed at reception for staff members behind the desk as a protective measure between patient and staff.

Social Distancing

Many aspects of social distancing have been put in place to decrease the chance of spread throughout the clinic when there is a COVID positive case.

- Staff and patients stand 1.5m apart
- Each practitioner has separate stationary and document storage area to avoid cross-contamination from one worker to the next.
- Initial patient form emailed prior to appointment as well as consent form completed in room

Cleaning Information

One of the requirements to make your workplace safe is to take all reasonable steps to frequently and regularly clean and disinfect high (frequently) touch points in shared spaces. This requires workplaces to review cleaning schedules to increase cleaning and disinfection in these spaces. A cleaning log for each staff member and to be kept in their own secure lockup.

A high (frequently) touch surface is one that is touched multiple times per day by different people. These surfaces may become contaminated with virus and picked up by others on their hands. If hands are unwashed there may be an opportunity to touch mucous membranes such as the mouth, nose and eyes.

Examples of high (frequently) touch surfaces is can be found in Table 4.

Table 4: Examples of frequently touched surfaces

Frequently touch surfaces in common areas	Frequently touch surfaces in kitchens	High touch surfaces in bathrooms and toilets
light switches door handles counter tops EFTPOS machines and sign-in touch screens	tap handles soap dispenser pumps fridge, cupboard and drawer handles microwave and electrical appliance buttons Kitchen bench	door handles Basin soap dispenser buttons toilet flush buttons toilet lid and seat front

All cleaning supplies have been reviewed to ensure that they are compliant, fit for purpose, effective, safe, durable/cost effective and sustainable

Cleaning Documentation and roles

To ensure a safe environment for staff and patients, we have established roles and documentation procedures to ensure a precise and effective cleaning process within the clinic.

Daily Cleaning Routine

Each practitioner is in charge of their own area. This ensures that practitioners aren't frequently crossing over, increasing the chances of multiple staff members getting sick at the one time.

Each room/staff member will have access to:

- Pine O'Clean Disinfectant Wipes: to wipe down all touched surfaces between each patient as well as when performing the general clean of frequently touched areas twice a day
- Medical Grade Gloves: in each room for when staff are cleaning and to be disposed of in that room where it is being used. These are essential when cleaning
- Vacuuming is done daily
- Windex is to be used to clean sneeze screen twice per day
- Glen 20 spray before day, mid-shift and end of day
- Coles Ultra hospital grade disinfectant clean of clinic table mid-shift and end of shift

Staff roles and documentation is listed in Appendix H & I.

Cleaning Storage Facilities

All cleaning equipment is clearly labelled and stored in every room as well as extras stored in the bathroom under the sink for all staff to access as well as in each clinic room and reception area. Vacuum and mop however are stored in the staff room. Windex is stored in the bathroom only.

Disposal of clinical waste

- Disposable single-use wipes should be replaced after cleaning each new surface.
- Each room will be fitted with bin with replaceable bag liners
- Wet wipes will be used for one surface only and will be placed in the bin bag within that room
- At the end of each person's shift, they are responsible for their designated area and that bin to remove the bin liner, tie and place in the bin outside.
- A fresh bin liner is fitted into the bin after each shift
- Gloves are to be disposed to after each clean in the bin nearest to

Hygiene & Sanitation

Measure of Hygiene & Sanitisation

- **Gloves** to be worn when touching contaminated material such as face paper towels, wet wipes when cleaning and any situation where contamination is possible. Gloves are to be disposed of after using such items and to be replaced with fresh gloves.
- **Hand Sanitising** is to be done after touching anything that has been touched by someone else e.g. credit card and private health care card, reception equipment such as mouse and keyboard if you're to move on
- **Hand Washing** where you don't want to hand sanitise and when practicing basic hygiene. Posters are displayed at each wash bench to ensure 20-30 second wash each time. Paper towels are provided as well as lined bin for safe disposal of used towel.
- **Disposable face hold paper** is to be disposed of after each patient
- **Frequent cleaning of highly touched areas** by industrial grade cleaning products

Laundry

- Laundry baskets are placed in each clinic room for safe storage of soiled laundry
- Laundry is cleaned externally and is dropped off and picked up every Tuesday.
- Linen is to be changed after each patient.
- Dirty laundry storage area in between Tuesdays is in the closed shower facility

Air Quality

- Each clinic room and the reception area have been supplied with a top of the range Air Purifier to ensure well ventilated air proved to assist in eliminating the transmission of covid-19.

Administrative Controls

PPE

Strong levels of PPE have proved to be very effective in protecting individuals against COVID-19. Our PPE standards are to ensure there is minimal contamination between staff members and patients at the clinic.

Our current PPE requirements at the clinic are:

- KN95 mask for staff members
- Surgical mask for patients when deemed appropriate to offer
- Eye protection for treating practitioners
- Surgical gown for treating practitioners

- Disposable surgical gown for treating staff members

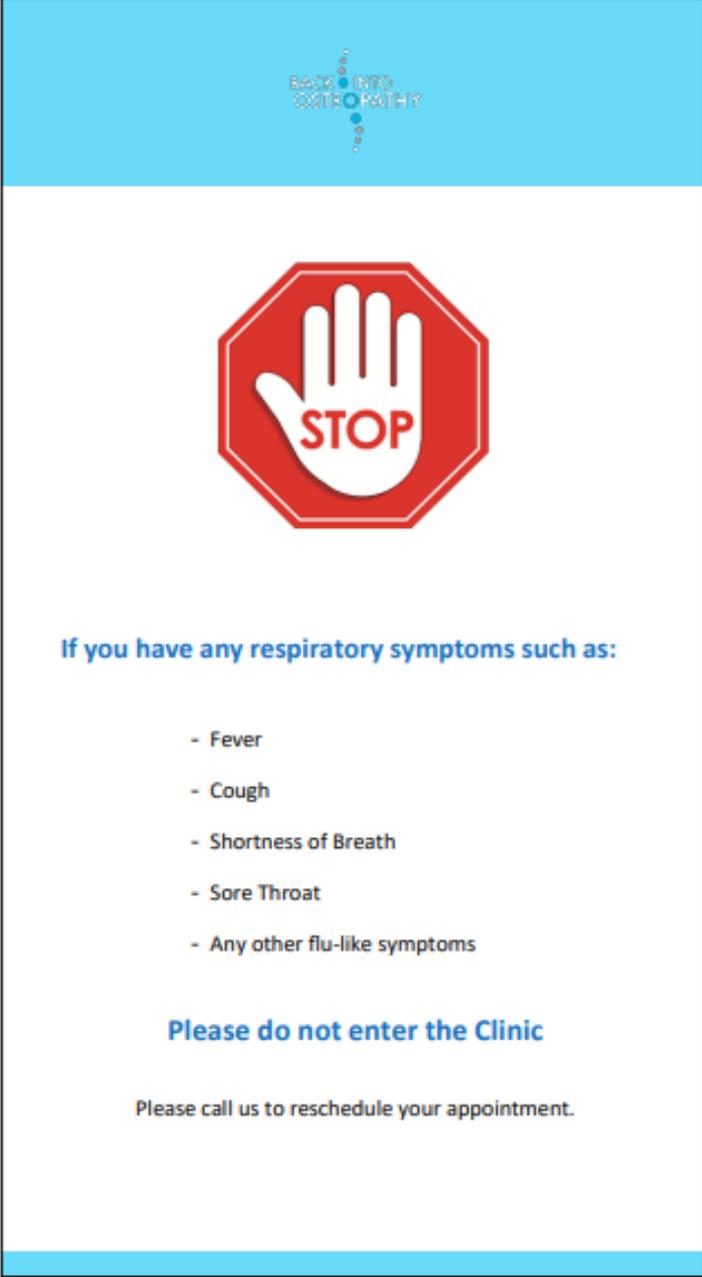
Vaccination

- All staff members of Back Into Osteopathy are up to the current COVID-19 vaccination level as per the Victorian Government mandatory guidelines.
- Patients are currently mandated to be vaccinated but are strongly recommended
- All non-vaccinated patients must wear a P2/N95 respirator supplied by the clinic for initial visit

Record Keeping

- All staff vaccinations are recorded and kept in the reception filing system on the COVID-19 Vaccination Status Register
- All patient vaccination status information is updated in their medical alert on the patient's file
- All cleaning documentation is completed daily (see page 9 and appendix H & I)

Appendix A – Symptom Caution Sign



The sign is a vertical rectangle with a light blue header and footer. The header contains the 'BACK INTO OSTEOPATHY' logo. The main white area features a red octagonal sign with a white hand icon and the word 'STOP' in red. Below the sign, the text reads: 'If you have any respiratory symptoms such as:' followed by a bulleted list: '- Fever', '- Cough', '- Shortness of Breath', '- Sore Throat', and '- Any other flu-like symptoms'. Below the list, it says 'Please do not enter the Clinic' and 'Please call us to reschedule your appointment.'

BACK INTO
OSTEOPATHY



If you have any respiratory symptoms such as:

- Fever
- Cough
- Shortness of Breath
- Sore Throat
- Any other flu-like symptoms

Please do not enter the Clinic

Please call us to reschedule your appointment.

Appendix B – Treatment Room Cleaning Practices



COVID-19 Hygiene Practices

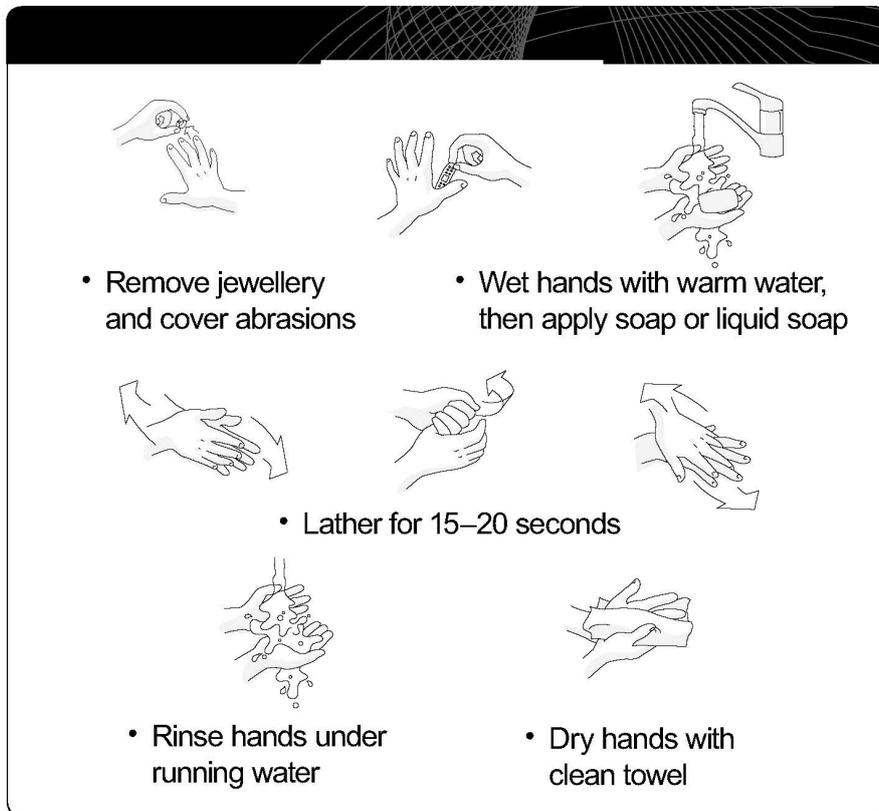
Treatment Rooms Conducted by Practitioners

Between each patient:

- Disinfect treatment table
- Replace disposable face paper in face hole of treatment table
- Replace towels (if using). Ensure used towels are properly placed into laundry basket in staff room
- Disinfect door handles both inside and out
- Disinfect chair/s in treatment room
- Wash your hands with soap immediately after patient treatment
- Ps. Don't touch your face.

Appendix C – Hand Washing Practices

How to wash and dry hands with soap and water



During the lather, pay particular attention to the backs of hands and fingers, fingernails, fingertips and the webbing between fingers.

Hand hygiene is crucial in reducing transmission of infections. It includes both hand washing with plain or antimicrobial soap and water, and use of alcohol-based products (gels, rinses, foams) containing an emollient that do not require the use of water.

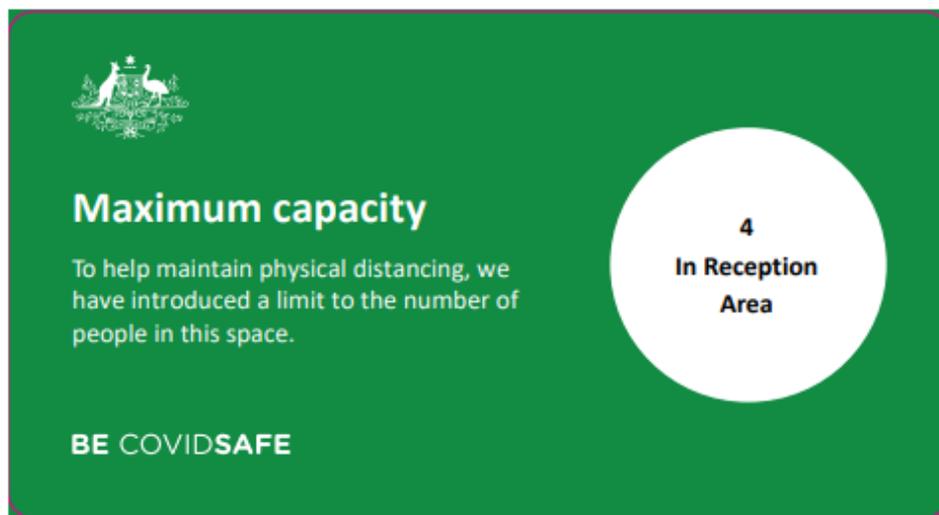
If hands are visibly soiled or contaminated with respiratory secretions, wash hands with soap (either non-antimicrobial or antimicrobial) and water.

In the absence of visible soiling of hands, approved alcohol-based products for hand disinfection may be used. Ensure you have facilities for hand washing (i.e. sinks with warm and cold running water, plain or antimicrobial soap, and disposable paper towels) and hand disinfection (i.e. alcohol-based products) readily accessible.

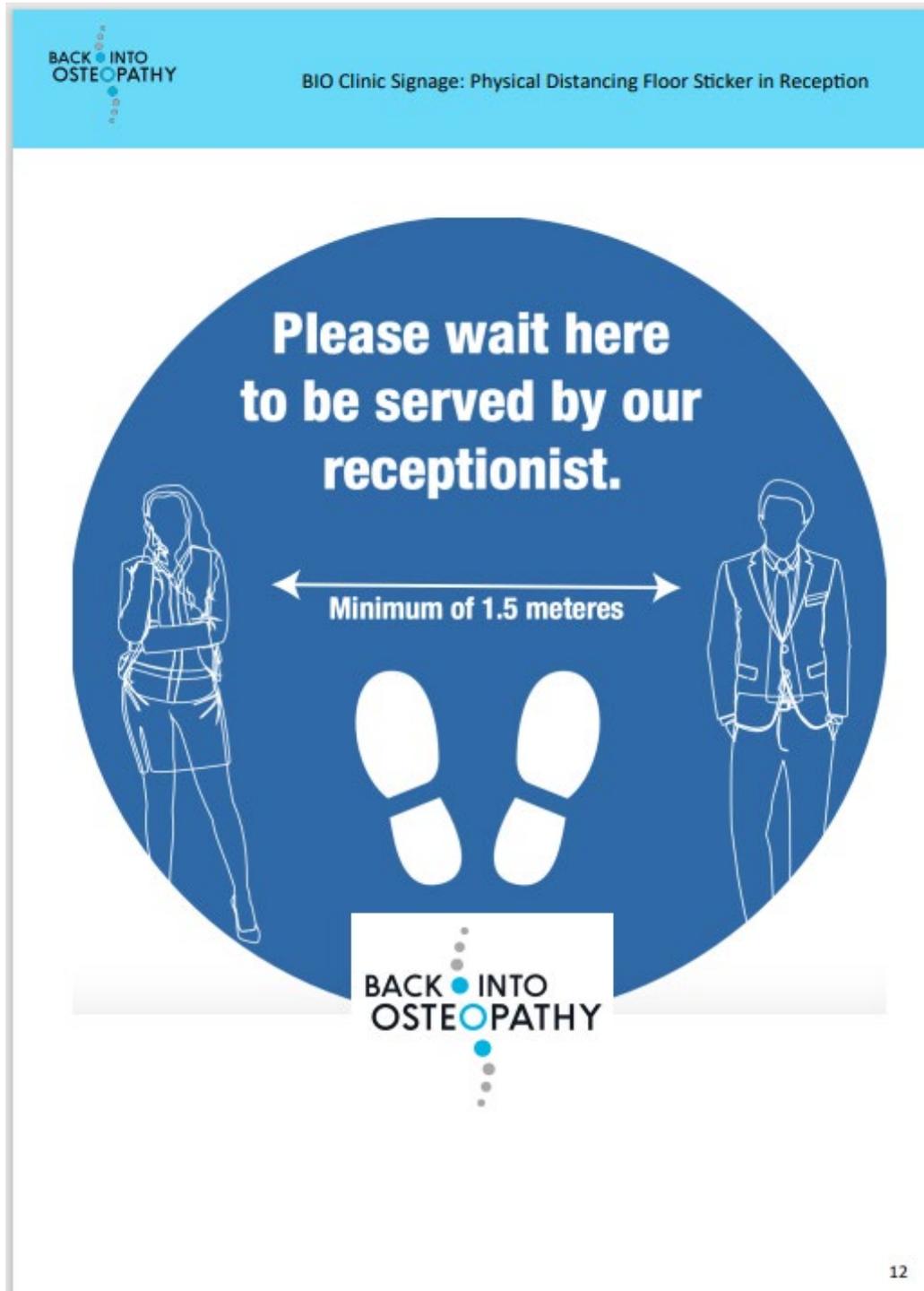


Australian Government
Department of Health and Ageing

Appendix D – Reception Capacity



Appendix E – Reception Floor Sticker



Appendix F – Patient Confirmation Email

Dear {{Patient.FirstName}},

Thanks for booking your appointment with {{Business.Name}}. Here are all the details you need:

When

{{Appointment.Date}} at {{Appointment.StartTime}}

Service

{{Appointment.Type}}

Practitioner

{{Practitioner.FullName}}

Location

{{Business.FullAddress}}

Cancellation

Fee will be charged if less than 24 hours notice

COVID-19

Please complete our COVID-19 Pre-Screening questions before your appointment:

{{PatientForm.COVID-19 Pre-Appointment Screening}}.

Please ensure you have not been at any of the exposure sites listed by the DHHS:

[Case alerts – public exposure sites | Coronavirus Victoria](#)

We ask you to wait in your car until the time of your appointment. Your practitioner will call you when they are ready for you to enter. Face masks are essential and remain on at all times during your appointment. We also ask you to check-in, hand sanitise and remain social distancing requirements of 1.5m.

If you or someone in close contact with you has any signs and symptoms of COVID-19, please reschedule your appointment. You can do so on the follow link:

{{Appointment.CancellationLink}}.

To understand our policies and procedures, click on the link to our COVID-19 Safety

Plan https://1c3c9825-6ea2-44d3-bc43-59da6496ce05.filesusr.com/ugd/56a077_5a61a2deb72744508840037f88bce7de.pdf.

We look forward to seeing you then!

{{Business.Name}}

{{Business.ContactInformation}}

Appendix G – Patient Reminder Text

Appointment reminder from {{Business.Name}} at {{Business.Address1}}
{{Business.Address2}} for {{Appointment.Date}} at {{Appointment.StartTime}} with
{{Practitioner.FullNameWithTitle}}.

Please complete our COVID-19 Pre-Screening questions before your appointment:
{{PatientForm.COVID-19 Pre-Appointment Screening}}.

Remain in your car. Your practitioner will call you when they are ready for you to enter. Face masks are still essential. If you or someone in close contact with you has any signs and symptoms of illness, please reschedule your appointment. Fees will be charged if you attend sick. Hand sanitise, check-in and practise social distancing.

To confirm, please reply Y or call 9738 1443 to cancel or reschedule. A cancellation fee will be charged without 24 hours notice.

Kind regards,

{{Business.Name}}

Appendix H – Routine Cleaning List

(XXXX) All (XXX) Treating Practitioners (XX) and Reception = (X) Covid Martial – Dr Laura Pearce

General areas	High touch surfaces	After each patient	3 x D	2 x D	D	W	F	M
Front reception	Light switches	XX		XX	X			
	Door handles and locks	XX	XX		X			
Corridor	Counter Tops			XX	X			
Treating Rooms	EFTPOS machine	XXXX						
Kitchen	Reception counters			XX	X			
Toilet	Share computer keyboards & mice		XX		X			
Bathroom	TV remote control				X			
	Waiting room chair				X			
	Tap handles	XX						
	Soap Dispenser			XX				
	Microwave and Electrical Appliance Buttons		XXX X					
	Toilet – lid, seat, flush buttons	XX	XXXX					
	Patient chairs					X		
	Treating room office equipment such as desk, chair, sorbolene	XXX					X	
	Treating tables	XXX						
	Practical equipment e.g. therabands, spikey balls						X	
	Rubbish bins					XXXX	X	
	Carpeted floors					XX		
	Hard floors						XX	

Key: 3 x D = 3 times daily | 2 x D = twice daily | D = once daily | W = weekly | F = fortnightly | M = monthly

Appendix I – Daily Cleaning Checklist

Name: _____ Date: _____ Time of shift: _____

Start of Shift Cleaning		After Each Patient		End of Shift Cleaning	
Light switches	<input type="checkbox"/>	Clinic table	<input type="checkbox"/>	Light switches	<input type="checkbox"/>
Door handles	<input type="checkbox"/>	Chairs	<input type="checkbox"/>	Door handles	<input type="checkbox"/>
Counter Tops	<input type="checkbox"/>	Desks	<input type="checkbox"/>	Counter Tops	<input type="checkbox"/>
TV remote	<input type="checkbox"/>	Air Conditioner Remotes	<input type="checkbox"/>	TV remote	<input type="checkbox"/>
All kitchen surfaces	<input type="checkbox"/>	Door Handles	<input type="checkbox"/>	All kitchen surfaces	<input type="checkbox"/>
Microwave	<input type="checkbox"/>	Reception Desk Surfaces	<input type="checkbox"/>	Microwave	<input type="checkbox"/>
Taps	<input type="checkbox"/>		<input type="checkbox"/>	Taps	<input type="checkbox"/>
All bathroom surfaces	<input type="checkbox"/>		<input type="checkbox"/>	All bathroom surfaces	<input type="checkbox"/>
All toilet surfaces	<input type="checkbox"/>	Mid-Shift	<input type="checkbox"/>	All toilet surfaces	<input type="checkbox"/>
Clinic table	<input type="checkbox"/>	All kitchen surfaces	<input type="checkbox"/>	Room Glen20 Spray	<input type="checkbox"/>
Chairs	<input type="checkbox"/>	Microwave	<input type="checkbox"/>	Clinic table	<input type="checkbox"/>
Desks	<input type="checkbox"/>	Taps	<input type="checkbox"/>	Chairs	<input type="checkbox"/>
Air Conditioner Remotes	<input type="checkbox"/>	All bathroom surfaces	<input type="checkbox"/>	Desks	<input type="checkbox"/>
Screen Guard	<input type="checkbox"/>	All toilet surfaces	<input type="checkbox"/>	Air Conditioner Remotes	<input type="checkbox"/>
	<input type="checkbox"/>	Screen Guard	<input type="checkbox"/>	HICAPS	<input type="checkbox"/>
	<input type="checkbox"/>	Room Glen20 Spray	<input type="checkbox"/>	Reception desk surfaces	<input type="checkbox"/>

Name: _____ Date: _____ Time of shift: _____

Start of Shift Cleaning		After Each Patient		End of Shift Cleaning	
Light switches	<input type="checkbox"/>	Clinic table	<input type="checkbox"/>	Light switches	<input type="checkbox"/>
Door handles	<input type="checkbox"/>	Chairs	<input type="checkbox"/>	Door handles	<input type="checkbox"/>
Counter Tops	<input type="checkbox"/>	Desks	<input type="checkbox"/>	Counter Tops	<input type="checkbox"/>
TV remote	<input type="checkbox"/>	Air Conditioner Remotes	<input type="checkbox"/>	TV remote	<input type="checkbox"/>
All kitchen surfaces	<input type="checkbox"/>	Door Handles	<input type="checkbox"/>	All kitchen surfaces	<input type="checkbox"/>
Microwave	<input type="checkbox"/>	Reception Desk Surfaces	<input type="checkbox"/>	Microwave	<input type="checkbox"/>
Taps	<input type="checkbox"/>		<input type="checkbox"/>	Taps	<input type="checkbox"/>
All bathroom surfaces	<input type="checkbox"/>		<input type="checkbox"/>	All bathroom surfaces	<input type="checkbox"/>
All toilet surfaces	<input type="checkbox"/>	Mid-Shift	<input type="checkbox"/>	All toilet surfaces	<input type="checkbox"/>
Clinic table	<input type="checkbox"/>	All kitchen surfaces	<input type="checkbox"/>	Room Glen20 Spray	<input type="checkbox"/>
Chairs	<input type="checkbox"/>	Microwave	<input type="checkbox"/>	Clinic table	<input type="checkbox"/>
Desks	<input type="checkbox"/>	Taps	<input type="checkbox"/>	Chairs	<input type="checkbox"/>
Air Conditioner Remotes	<input type="checkbox"/>	All bathroom surfaces	<input type="checkbox"/>	Desks	<input type="checkbox"/>
Screen Guard	<input type="checkbox"/>	All toilet surfaces	<input type="checkbox"/>	Air Conditioner Remotes	<input type="checkbox"/>
	<input type="checkbox"/>	Screen Guard	<input type="checkbox"/>	HICAPS	<input type="checkbox"/>
	<input type="checkbox"/>	Room Glen20 Spray	<input type="checkbox"/>	Reception desk surfaces	<input type="checkbox"/>

Appendix J – Mandatory Face Mask

**FACE MASKS ARE
ESSENTIAL AT ALL
TIMES**

