



# COVID 19 SAFETY PLAN 3.0

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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 3 above dot points from the Government. These 6 core categories include:

1. Hygiene, cleaning and sanitising, and PPE
2. Work “bubble”
3. Social distancing
4. Record keeping/QR codes
5. Staff and patient communications
6. Staff and patient wellness
7. Room Ventilation
8. Procedure for positive COVID-19 test

After each of the core categories content 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.
- Ensure that any workers that can work from home are able to do so.
- Collect records of all workers, subcontractors, customers and clients attending the work premises for five 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.
- 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.
- 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 practices for staff members (Appendix B)
- Hygiene practices for staff members (Appendix C)
- Maximum Capacity (Appendix D)
- Reception Wait Sticker (Appendix E)
- QR Code for check-in and tracing (Appendix F)

## 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 been sick?
- 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 been in either a red zone or a covid hot spot in the last 14 days?
- Despite the clinic practicing all covid-safety policies and procedures, I 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 G & H

## 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

As yet there is no clear instruction set out by the Government on how to handle close contacts within a health care clinic, from the most up-to-date information we have, we have the following procedure in place:

## **Positive in a staff member who has been attending work:**

- Shut the clinic immediately.
- Staff are to contact patients on the day of notice.
- Positive staff member is to stay at home and self-isolate for seven days and be COVID-19 tested prior to returning to work (and be asymptomatic).
- Organise cleaning service to perform an industrial clean.
- All staff members in close contact with the positive case to be tested prior to return to work (and be asymptomatic).
- Contact DHHS for further advice regarding patients who has attended the clinic - do they need to be tested? Self-isolate?
- Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

## **A recent patient reports a positive test:**

- Contact DHHS immediately to discuss the last time the patient attended the clinic and time-frame to a positive test - this will guide our next moves
- If necessary, shut the clinic immediately - Staff to contact patients on the day of notice + patients who are booked in for the following day (likely a 48-hour closure period).
- Organise cleaning service to perform an industrial clean.
- Treating practitioner and other team members who have had contact with the patient to self-isolate for seven days and be COVID-19 tested prior to returning to work (and be asymptomatic).
- Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

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

- Staff member to self-isolate until we understand the specifics of the case in question
- If necessary, 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 the positive case 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.
- Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

## **A close contact of an immediate family member of a staff member/patient who reports a positive test and we are made aware:**

- Contact DHHS for further advice regarding practitioner who treated the patient and other patients who have attended the clinic to see that practitioner - do they need to be tested? Self-isolate

# 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
- Decreased reception staff during treatment time: Minimising the use of reception staff when patients are coming through reception. Measurements have been put in place to minimise the need of reception whilst patients are in the clinic such as:
  - Using portable hicaps machine in one room when the other room uses the front hicaps machine
  - No signing of hicaps receipts to minimise contact with patients
  - Reception staff working from home where possible and when they are in the clinic, it is outside patient hours
  - Individual wipeable folders for each staff member to place their frequently used paperwork and stationary 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 top of dining tables seat arms fridge, cupboard and drawer handles microwave and electrical appliance buttons.	door handles Basin soap dispenser buttons toilet and urinal 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

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

## 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 foot pedal bin with bag liner
- 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 will be cleaned externally and will be dropped off and picked up every Tuesday.
- Linen is to be changed after each patient.

## 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

## Staff “Bubble”

Due to the very contagious nature of the virus, we have arranged our staff to work as separately as possible to avoid multiple staff members being sick.

Reception staff is now working out of treating hours.

Each staff member will be provided an enclosed bag to transport their frequently used belongings at the clinic to take that they can before and after each shift, store safely in the staff closet, and pull out for each shift. This decreases the number of frequently used items at the clinic being shared by multiple staff members.

## 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.

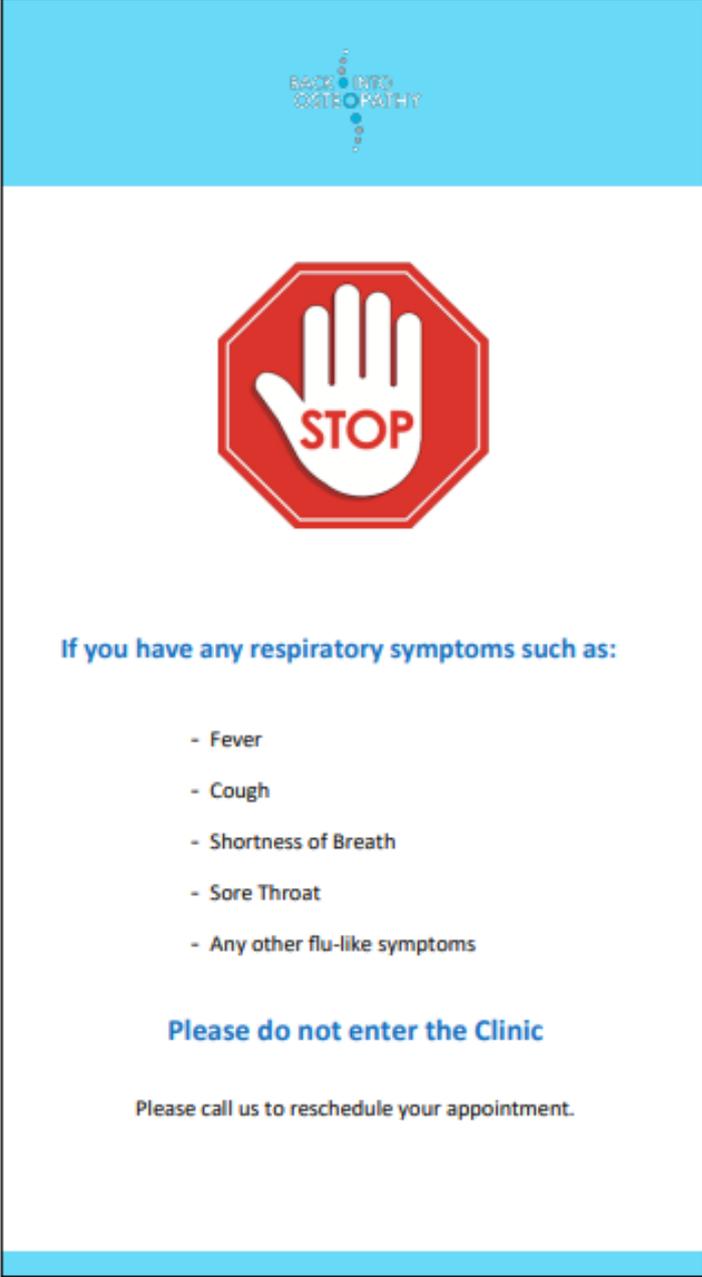
Our current PPE guidelines are:

- KN95 mask for staff members
- Surgical mask for patients
- Eye protection for staff members
- Disposable surgical gown for treating staff members

## Vaccination

All staff members of Back Into Osteopathy have had both vaccinations as per the Victorian Government mandatory guidelines. In regards to patient vaccine mandates, no essential criteria has been discussed by the Victorian Government. Due to our high standards to clinic policies set in place to minimise all staff and patients from contracting the virus, we are not privately mandating vaccines for patients. We have high confidence in our policies and procedures as well as trust that our patients are not coming in sick. We have strong relationships with all of our patients and respect their reasons for not being vaccinated at this point in time.

## 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 – Clinic Cleaning Practices

BACK INTO  
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**COVID-19 Hygiene Practices**

Reception/Bathroom/Kitchen

Ensure all cleaning bottles, hand sanitiser  
and soap dispensers are full throughout  
each day

**Reception Area**

- Disinfect door handles inside and out after each use
- Disinfect chair/s in waiting area after each use
- Disinfect HiCAPS machine and pens after each use

**Bathroom Area - once each hour**

- Disinfect door handles inside and out
- Disinfect toilet and hand basin area

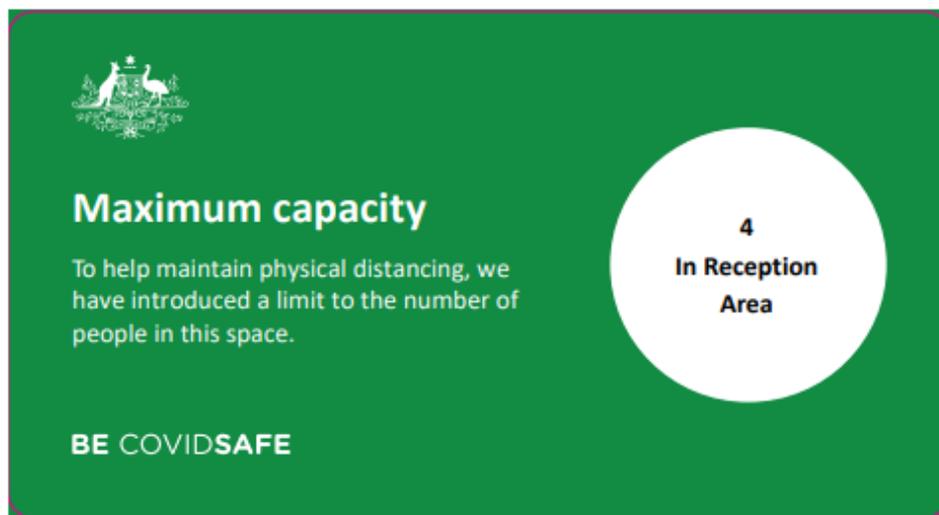
**Kitchen/Staffroom Area**

- Disinfect kitchen surfaces after use
- Ensure paper towels, treatment towels and versa towels are regularly restocked

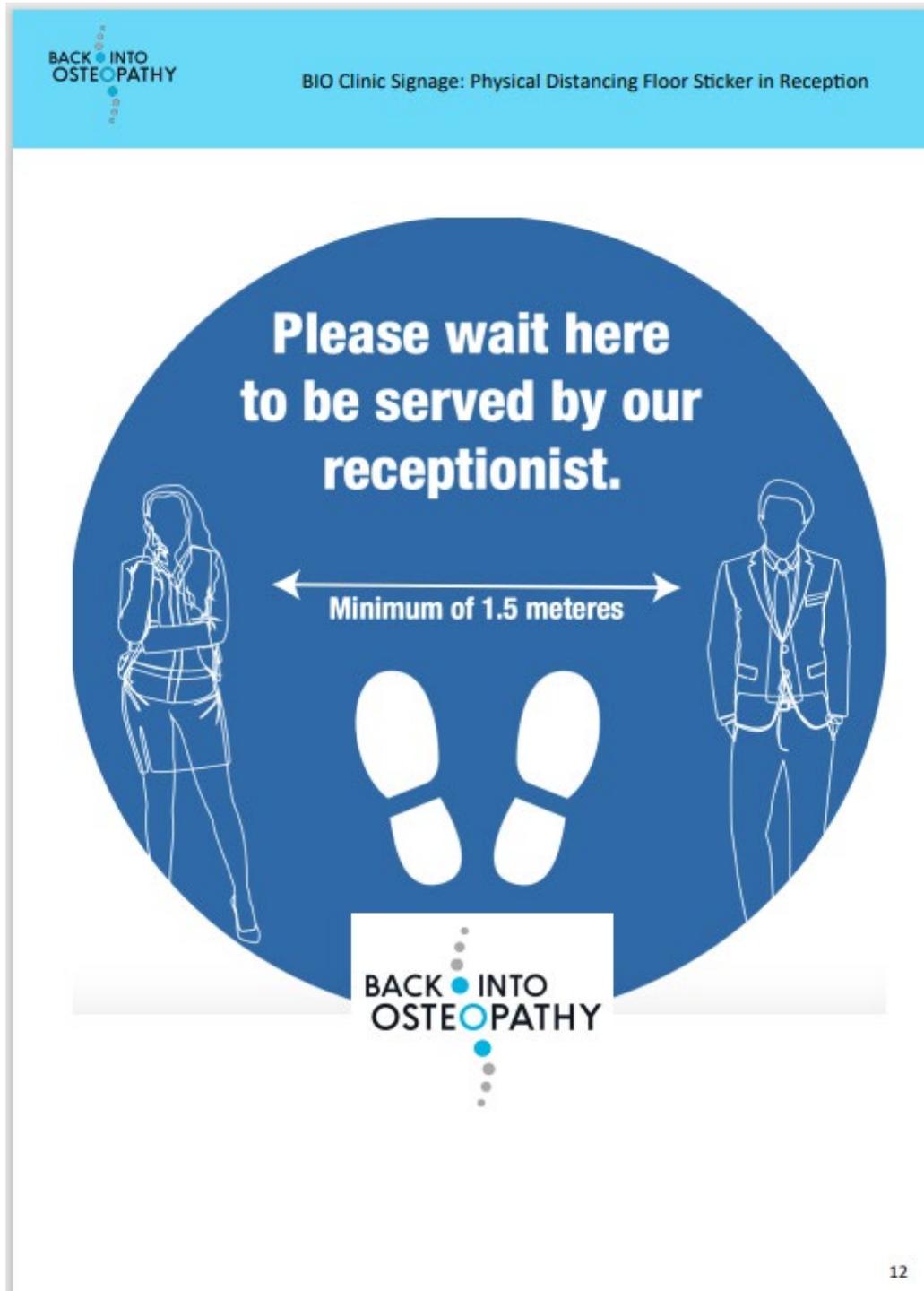
**WASH YOUR HANDS REGULARLY WITH SOAP**

Ps. Don't touch your face.

## Appendix D – Reception Capacity



## Appendix E – Reception Floor Sticker



## Appendix F – QR Code



**Back Into Osteopathy**  
44a Canterbury Rd HEATHMONT  
Back Into Osteopathy



**Location code GLE 7YZ**

## Appendix G – 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](https://1c3c9825-6ea2-44d3-bc43-59da6496ce05.filesusr.com/ugd/56a077_5a61a2deb72744508840037f88bce7de.pdf).

We look forward to seeing you then!

{{Business.Name}}

{{Business.ContactInformation}}

## Appendix H – 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}}

Please wait in your car until your appointment. Your practitioner will call you when it is safe to enter. Face masks remain 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.

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 I – Routine Cleaning List

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
<b>Front reception</b>	Light switches	XXX		XX	X			
	Door handles and locks	XXX	XX		X			
<b>Corridor</b>	Counter Tops			XX	X			
<b>Treating Rooms</b>	EFTPOS machine	XXX X						
<b>Kitchen</b>	Reception counters			XX	X			
<b>Toilet</b>	Share computer keyboards & mice		XX		X			
<b>Bathroom</b>	TV remote control				X			
	Waiting room chair			X				
	Tap handles			X				
	Soap Dispenser			X				
	Microwave and Electrical Appliance Buttons		XXX X					
	Toilet – lid, seat, flush buttons	XXX X						
	Patient chairs	XXX				X		
	Treating room office equipment such as desk, chair, sorbolene	XXX					X	
	Treating tables	XXX			X			
	Practical equipment e.g. therabands, spikey balls						X	
	Rubbish bins				X		X	
	Carpeted floors				X			
	Hard floors					X		
	TV monitor							X

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

# Appendix J – 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"/>	<b>Mid-Shift</b>	<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"/>	<b>Mid-Shift</b>	<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"/>