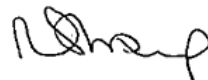




Believe and Become
OCCUPATIONAL THERAPY

COVID-19 Safety Plan February 2022

This COVID-19 Safety Plan has been developed to maintain a safe environment for staff, clients and visitors, and minimise the risk of transmission of COVID-19. This plan has been developed using guidelines from the NSW Government and is aligned with Believe and Become's Policies and Code of Conduct. The plan is aimed at helping to slow the spread of COVID-19 and reassure our clients and the community that they can safely visit our service, or access telehealth options where face to face services are not advised. This plan will be updated as required, as restrictions and advice change.

ORGANISATIONAL DETAILS	
Name of Organisation:	Believe and Become Pty Ltd
Location of Organisation:	5B/152-158 Remembrance Driveway, Tahmoor, NSW, 2573
Plan prepared by:	Bree Barker
Approved by:	Dr Nicole Sharp, Director
Signature and Date:	 5 th February 2022

1. Wellbeing of Staff and Clients

Guidance from NSW Government	Actions Undertaken
<p>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</p>	<p>All staff who have been unwell or are showing COVID-19 symptoms have been informed to stay at home and get tested. Staff are advised not to return to work until they are symptom free. A negative COVID-19 result, either RAT or PCR test, must be provided. There is regular communication with staff regarding the COVID-19 protocols, including the need to stay home and get tested if symptoms develop. As of the 7th February 2022, staff will be required to complete a Rapid Antigen Test once a week on their first work day of each week.</p>
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate</p>	<p>All staff are aware of their entitlements to access leave</p>
<p>Request that clients call ahead if they have symptoms of COVID-19</p>	<p>Clients are informed when making their appointment that they are to contact the clinic to re-schedule their appointment or switch to telehealth if they have any symptoms of COVID-19</p>
<p>Have a management plan in place for clients (and carers/family members of clients) presenting with COVID-19 symptoms, including appropriate separation from other clients and requirement to wear a mask. It is important that all clients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases</p>	<p>As clients are informed they are not to attend their appointment if they are showing symptoms entry to the clinic will not be permitted. Health screenings will be conducted prior to entry and any clients showing any symptoms of COVID-19 will be told to return home and get tested. In line with recent advice from NSW Health masks must be worn at all times by staff, clients and visitors.</p>
<p>Display conditions of entry (website, social media, venue entry)</p>	<p>The COVID-19 Safety Plan is available on our website and regular updates to health advice and restrictions made on our social media platforms (Facebook, Instagram). All clients are made aware of the conditions of entry at the time of confirming an</p>

	appointment.
Encourage staff and clients to access COVID-19 vaccination	<p>As per the Public Health (COVID-19 Vaccination of Health Care Workers) Order 2021, all staff of Believe and Become must have at least 2 doses by 30 November 2021, unless they can present a medical exemption. Staff are encouraged to get their third booster vaccination at the prescribed time.</p> <p>Please note all current staff are fully vaccinated.</p>

2. Physical Distancing

Guidance from NSW Government	Actions Undertaken
Where reasonably practical, ensure staff and clients 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 client interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, practitioners should wear a mask for all clinical encounters and practices should refer to NSW Health guidance that may require mask wearing by practice staff	1.5 metres physical distancing will be maintained wherever practical. Masks will be worn in line with current NSW Health advice by all staff, clients and visitors over the age of 12 years.
Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate	<p>All areas which have staff, clients and visitors have been reviewed and chairs spaced to create awareness of physical distancing requirements. All clients are advised to arrive for their appointment no more than 5 minutes before their scheduled appointment to reduce the risk of multiple people waiting.</p> <p>All clients are advised that only one parent/carer should attend the appointment wherever practicable to</p>

	ensure physical distancing is possible.
Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having clients wait elsewhere if possible, staggering bookings and limiting walk-in clients	Along with the above measures, clients and potential clients are advised on the website and social media that service provision is by appointment only. Appointments that cannot be conducted via telehealth are booked to ensure sufficient time between bookings so that clients are not generally present at the same time. Waiting room chairs are limited and physically distanced. All clients are advised to arrive for their appointment no more than 5 minutes before their scheduled appointment to reduce the risk of multiple people waiting.
Consider physical barriers such as plexiglass around counters with high volume interactions with clients	As a maximum of three clients (and their family/carer) will be at the clinic at a time, high volume interactions are not applicable.
Encourage telehealth appointments where practical	Clients are informed that telehealth appointments are available. In line with current NSW Health guidance, only telehealth services will be offered when necessary.
Use telephone or video for essential staff meetings where practical	All staff meetings are currently conducted via Zoom. General queries, discussions and information sharing is via phone, email or text.
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.	As a small team physical distancing is always possible when more than one staff member is present at the clinic. Masks are to be worn as per current NSW Health advice
Review regular deliveries and request contactless delivery and invoicing where practical	Contactless delivery is requested and encouraged for all deliveries. All invoicing at Believe and Become is contactless.

3. Hygiene and Cleaning

Guidance from NSW Government	Actions Undertaken
Adopt and support good hand hygiene practices	The importance of good hand hygiene is emphasised in staff training, organisational policies and procedures, and with signage throughout the clinic. Specific signage of how and when to effectively wash hands is posted in key areas of the clinic. Both staff and clients are encouraged to practice good hand hygiene. Hand sanitizer is provided at reception and in the clinic rooms.
Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers	Extra soap, paper towel and hand sanitiser is supplied and regularly monitored and replaced as needed.
Have hand sanitiser at key points in the practice, such as entrances and exits, client rooms and waiting areas	Hand sanitiser has been placed at the reception desk, as well as in all therapy rooms. Clients and families are reminded to sanitise on entry and exit from the clinic
Ensure staff wear PPE appropriate to the client presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training	Staff have been informed of their requirement to wear masks in line with current NSW Health advice, and in particular when engaging with clients, staff and visitors. Staff are trained in infection control and prevention procedures in line with organisational policies
In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising airconditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air)	Airconditioning settings are used to maximise ventilation within the clinic
Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.	Cleaning protocols have been developed and staff are trained in the protocols and the importance of frequent cleaning/disinfecting of all clinic areas and

	all therapy equipment
Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions	The required disinfectant solutions and associated cleaning wipes and antibacterial sprays are provided throughout the clinic with instructions for use
Staff should wash hands with soap and water before and after cleaning	The need to clean hands before and after cleaning is reinforced in the cleaning protocols and instructions for use (as above), and in staff training
Encourage contactless payment options	All payments are online via invoicing and therefore contactless

4. Record Keeping

Guidance from NSW Government	Actions Undertaken
Keep a record of the name, contact number and entry time for all staff, clients (including all people who accompany a client 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 a QR Code or similar. Ensure it is possible to distinguish between in-person and telehealth appointments	Contact details are collected using the Service NSW QR code. This is the preferred collection method. However, if someone is not able to use the Service NSW QR code, there is a digital register that can be filled in by staff. Information collected includes date, full name, phone (preferred) or email, arrival time, departure time. For mobile appointments that are not at the clinic, there is also a register that records the details of the client and anyone else present. These details include the date, full name, location of visit, phone (preferred) or email, arrival time, and departure time.
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.	All clients and visitors are asked to show evidence of the green tick to confirm they have checked in, unless they have signed in with staff if they do not have access to use the QR code.

<p>General practices and other primary health service providers should consider registering their business through nsw.gov.au</p>	<p>The business is registered as COVID Safe through nsw.gov.au</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>Cooperation with NSW health in relation to a positive case of COVID-19 at the clinic is assured, and SafeWork will be notified.</p>