

COVID-19 Safety Plan

Emerge Therapy Connections

Plan Completed by: Amanda Watts and Nicole Walmsley

Date: 28/07/20

This plan was developed using the NSW Government General Template COVID-19 Safety Plan, 13 June 2020, as a reference. The guides from the template are included below in blue, and NPW actions in black. We take the safety and well-being of our clients and staff seriously and endeavour to take all steps to support a safe and healthy practice in the context of the current health pandemic.

Wellbeing of Members and Visitors

Exclude staff, visitors and customers who are unwell

Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.

Display conditions of entry for any customers or visitors (website, social media, entry points).

1. Staff and clients are not to attend the therapy rooms and premises when feeling unwell or with any symptoms that could be related to COVID-19, such as a temperature, cough, sore throat, runny nose. Staff and clients are not to attend the therapy rooms and premises if they are awaiting COVID-19 test results or have been in contact with anyone who has been diagnosed with COVID-19 and are to take Health Department advice on the social isolation period before returning to the therapy rooms and premises; staff and clients are also excluded if they have visited one of the recognised hotspots for COVID-19 in the previous 14 days. Clients of counsellors at EmERGE Therapy Connections will be informed of these exclusions by phone, text, on our website as well as by signage at the entry point to the building.
2. Staff are provided with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Staff keep up to date with current Health Orders and current COVID-19 hotspots.
3. Conditions of entry to the therapy rooms and premises is displayed at the entry door, on EmERGE Therapy Connections website, as well as by direct information to clients.

Physical distancing and limit movement

Check if there are any restrictions (re physical distancing) on your business by visiting the NSW Government website. If your business does not have any restrictions, consider what measures could be put in place to avoid crowding and close proximity where practicable.

Assign workers to specific work stations and minimise worker movement between these

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these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use

Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing.

Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.

Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks)

Use telephone or video for essential meetings where practical.

Have strategies in place to manage gatherings that may occur immediately outside the premises

4. Waiting area: chairs in the common waiting room have been reduced and spaced to allow 4 square meters per person, and social distancing of 1.5 metres; Counselling office furniture spaced out to allow for social distancing.
5. Staff sanitise office desk on arrival and departure and wipe door handles, and spray cloth furniture and other surfaces used with disinfectant spray between sessions.
6. Communication about the safe operation of the waiting room has occurred with staff of the other two offices in the building
7. Surfaces cleaned at least once per week and daily for high touch points
8. Staff practice and encourage social distancing with others in the building, including other workers and clients; staff and clients may elect to wear masks
9. Work from home is an available option for staff in which case online or phone options are available for client and staff interactions where appropriate. Likewise clients may request online or phone appointments as an alternative to face to face, as discussed and agreed in consultation with the therapist. Staff have the option of limiting all appointments to online instead of attending face to face, in consideration of the changing pandemic situation.
10. Online transactions and contactless invoicing are used and preferred where possible
11. Signage is displayed at the entrance to the building, within the waiting room and in the bathroom, to encourage social distancing and good hand hygiene practice in accordance with the Health recommendations.

Hygiene and Cleaning

Provide hand sanitiser at multiple locations throughout the workplace.

Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.

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Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.

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

Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.

1. Hand sanitiser is available for staff and client use in the waiting room and individual offices
2. Cleaning products are available in the office/therapy room and staff kitchen.
3. In the bathroom there is signage on correct hand washing technique. Soap in a dispenser, hand sanitiser and paper towels are available
4. There is daily cleaning of high touch points between sessions, including office equipment, toys, and materials used
5. Appropriate strength disinfectant solutions are utilised
6. Staff frequently wash hands thoroughly and use hand sanitiser

Record Keeping

Keep name and mobile number or email address for all staff, visitors and contractors for a period of at least 28 days. Records are only to be used for tracing COVID-19 infections and must be stored confidentially and securely.

7. Staff maintain their own record of all client visits as well as client phone contact details
8. Staff encourage any client who has a positive COVID-19 test to disclose this to their therapist or Emmerge Therapy Connections and to cooperate with NSW Health to assist with contract tracing.
9. Staff will report to NSW Health, and cooperate if contacted, in the instance of any positive COVID-19 tests relating to a staff member or client of the service who has attended the premises within the past 14 days of the test.