Your COVID-19 Safety Plan

General practice and other primary health service providers

Business details

Business name	Hills District Speech Therapy
Business location (town, suburb or postcode)	Norwest Business Park
Completed by	Alana Adolphs
Email address	info@hdspeechtherapy.com.au
Effective date	21 December 2020
Date completed	24 June 2021

Wellbeing of staff and patients

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.

HDST continues to be informed by the Australian Government COVID-19 guidelines , and has implemented safeguards that meet and exceed these official guidelines. HDST uses the Traffic Light System to manage illness and making decisions regarding clients and team members coming into the clinic. This is in addition to COVID requirements. If you have any COVID like symptoms, you must get tested and await a negative result before returning to our clinic or external sessions for face to face services.

Our team members follow our Safe Environment Policy, which ensures that high levels of personal hygiene are maintained. This policy can be viewed on our website: https://hdspeechtherapy.com.au/clinic-safe-environment-policy/

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

Staff are able to access personal leave and annual leave entitlements if they are sick or required to self isolate

Request that patients call ahead if they have symptoms of COVID-19.

Clients should call ahead if they have symptoms of COVID-19 or any other illness that may prevent them from coming to the clinic or offsite locations for sessions. We will guide clients over the phone of their options.

Have a management plan in place for patients (and carers/family members of patients) presenting with COVID-19 symptoms, including appropriate separation from other patients and requirement to wear a mask. It is important that all patients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases.

Any clients or staff with COVID-19 symptoms must get tested and await a negative result before returning to our clinic or offsite locations for face to face services. In the meantime, please continue to observe and use our traffic light system (on our website and clinic front desk). Please adhere to this advise for all family members and support workers entering the clinic.
Our team members follow our Safe Environment Policy, which ensures that high levels of personal hygiene are maintained. This policy can be viewed on our website: https://hdspeechtherapy.com.au/clinic-safe-environment-policy/

Display conditions of entry (website, social media, venue entry).

Conditions of entry (updated as changes occur) will be posted on our website, social media and venue entry.

Physical distancing

Where reasonably practical, ensure staff and patients 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 patient interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, general practitioners should wear a mask for all clinical encounters and general practices should refer to NSW Health guidance that may require mask wearing by general practice staff.

Our risk matrix (displayed on our website) was developed using the NSW Health Infection Prevention and Control Response and Escalation Framework.
Where reasonably practical, staff and clients will maintain 1.5m physical distancing and follow current mask advice from NSW Health guidance. This is applicable for both onsite and offsite therapeutic interactions

Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate.

We have promoted physical distancing in our waiting room with chair spacing and markers.
We follow current NSW Health guidelines regarding social distancing requirements and ensure this is met for our therapeutic interactions in the clinic, offsite locations, group sessions and team meetings.

Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having patients wait elsewhere if possible, staggering bookings and limiting walk-in patients.

Congestion in the waiting room has been minimised by removing seats and furniture, having seating available outside the waiting room and encouraging quick entry and exit from sessions.

Consider physical barriers such as plexiglass around counters with high volume interactions with patients.

plexiglass has been installed in the reception area

Encourage telehealth appointments where practical.

Telehealth appointments are encouraged in any circumstances where isolation is required and following current NSW Health requirements and NSW Health Infection Prevention and Control Response and Escalation Framework. This is applicable for both onsite and offsite therapeutic interactions

Use telephone or video for essential staff meetings where practical.

Our staff practice social distancing as required during team meetings and are encouraged to video in to ensure physical distancing is occurring amongst our staff.

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.

The staff breakout room has a limit of 5 staff members at one time during periods where the 4sqm rule is required. Staff are always encouraged to eat outside, go for a walk on their breaks and enjoy the fresh air

Review regular deliveries and request contactless delivery and invoicing where practical.

Contactless delivery is requested by our admin staff wherever possible

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Hygiene and cleaning

Adopt and support good hand hygiene practices.

Hand sanitisers in key points with signage and instruction to sanitise pre and post sessions
Clients and clinicians will sanitise their hands on entry to their session and when leaving their session.
offsite locations- staff carry hygiene packs to ensure safe hygiene in all locations and follow most recent advice from NSW Health and in line with NSW Health Infection Prevention and Control Response and Escalation Framework for their offsite interactions.
Our team members follow our Safe Environment Policy, which ensures that high levels of personal hygiene are maintained. This policy can be viewed on our website: https://hdspeechtherapy.com.au/clinic-safe-environment-policy/
Further measures to minimise the potential impact at HDST include:
Disinfecting and wiping down of common surfaces and resources between client interactions
Daily disinfecting of common clinic surfaces including light switches and door handles
Professional cleaning of the clinic completed twice a week

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Clients and staff reminded of good hand washing and hygiene practices. These practices are illustrated in the bathrooms located on all levels of the building.
Admin staff check stock regularly and report to Strata immediately if low stock

Have hand sanitiser at key points in the practice, such as entrances and exits, patient rooms and waiting areas.

Hand sanitiser available for staff and clients on entry to clinic, at reception and in all therapy rooms. These are checked and restocked weekly by admin staff.

Ensure staff wear PPE appropriate to the patient presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training. There are resources available from the Department of Health, the Australian Commission on Safety and Quality in Health Care, and the RACGP.

Staff have completed relevant NSW Health PPE training in regular team meetings via video
Staff wear PPE in line with most recent advice from NSW Health and in line with NSW Health Infection Prevention and Control Response and Escalation Framework.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air

conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Staff are encouraged to take their breaks outside where possible.

Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

Disinfecting and wiping down of common surfaces and resources between client interactions
Daily disinfecting of common clinic surfaces including light switches and door handles
Professional cleaning of the clinic completed twice a week

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

We will maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

Staff should wash hands with soap and water before and after cleaning.

Staff are directed to adhere to good hygiene and hand washing measures including washing hands with soap before and after cleaning.

Encourage contactless payment options.

Clients are able to provide their payment with contactless options. We have secure credit card payment options

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Record keeping

Keep a record of the name, contact number and entry time for all staff, patients (including all people who accompany a patient 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.

All clients visiting our clinic and receiving intervention at offsite locations provide full contact details as a requirement for our services.
We have a QR code check in and clients are directed to use this on entry to the clinic.

Ensure records are used only for the purposes of tracing COVID-19 infections and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

Records are collected and stored confidentially as per our healthcare requirements.

Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Staff have been made aware of the COVIDsafe app during team meeting and written meeting agenda and encouraged to use it.

General practices and other primary health service providers should consider registering their business through nsw.gov.au

n/a

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.

HDST is aware of our obligations to contact and cooperate with NSW Health and Safe Work NSW if there are any cases of COVID-19. The number is 131050 and management will call as soon as information is provided to them.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes