

COVID-19 Safety Plan

This COVID-19 Safety Plan has been created to ensure a safe environment at Advance Rehab Centre for staff, clients and other visitors. The following requirements and actions have been put into place:

Wellbeing of Staff and Visitors

- We ask that all staff, clients and visitors remain at home if they have any cold or flu like symptoms (especially fever, sore throat or cough), get tested for COVID-19 and do not return to work/resume therapy until they have been cleared of COVID-19 and their symptoms have resolved. If someone presents to work, or their therapy session with cold or flu like symptoms, they will be asked to return home.
- All clients, visitors and staff entering the building will have their temperatures checked by reception staff and be given a coloured dot to wear if their temperature is below 38°. If it is over 38° we ask that they return home and seek medical advice for a COVID-19 test.
- To find a COVID-19 testing centre in NSW, look [here](#). [Histopath](#) has also been recommended as a service that courier the test to you to self-administer and returns results within 24 hours.
- We ask that all staff, clients and visitors monitor the NSW Health information [here](#) regarding latest locations of confirmed cases of COVID-19 and the requirements for self-isolating, getting tested or monitoring for symptoms. We ask that reception staff (for clients) and management (for staff) are notified ASAP if a hotspot location has been visited.
- Signage is displayed around the clinic and on the TV screen in reception regarding COVID-19 symptoms, physical distancing, staying at home if feeling unwell and hand/respiratory hygiene.
- Staff are entitled to use their personal leave and/or annual leave if they are unwell or required to self-isolate.
- All steps being taken are available for clients, referrers and visitors to see on our website
- This COVID-19 Safety Plan, Positive COVID-19 Test Response Policy and COVID-19 Update document are all available to staff on the shared intranet

Physical distancing

- Signage is displayed in each room at the clinic regarding maximum capacity, based on the one person per 4 square metres rule
- Maximum numbers for our group classes comply with one participant per 4 square metres
- We ask that, where reasonably practical, staff and clients maintain 1.5 metres physical distancing (household contacts excluded), including spacing of equipment and exercise stations within group classes and therapy sessions
- Where appropriate and safe, therapists are limiting hands on assistance
- We ask that non-essential carers do not attend the clinic or join therapy sessions
- Group classes will finish 2 minutes early and start 2 minutes late, to reduce an overlap of numbers at change over time
- We encourage clients to be aware of maximum capacity numbers for each room (e.g. kitchen area) if socialising after sessions and to continue any social activities external to ARC
- Signage and markers on the floor in reception to guide where to stand if queuing

- Chairs have been spread out in reception – clients to please maintain 1.5 metres physical distancing (household contacts excluded) when waiting for appointments and also utilise kitchen area, outdoors and main gym where appropriate to reduce crowding
- We strongly encourage clients to arrive for therapy sessions already changed, to avoid the need to use changing facilities at the clinic
- Telehealth appointments remain an option for clients, where appropriate, to avoid the need for face-to-face contacts. We have a timetable of group classes, highlighting which can be attended on Zoom [here](#). We stock or can order-in equipment to help clients get set up for online sessions.
- We offer flexibility regarding the location of therapy sessions in the community if clients prefer not to attend the clinic – in clients’ homes or out in the fresh air - in wide open parks, at the beach
- Staff can attend weekly IST via Zoom
- All evening lectures are now presented via Zoom and not physical audiences
- Where possible, staff can work from home to complete non-face-to-face client work and service development projects

Hygiene and cleaning

- We ask that all staff, clients and visitors use hand sanitiser on arrival and departure from our clinic and throughout the day – hand sanitiser is available at the clinic entry and throughout the clinic
- Signage is displayed around the clinic and bathrooms regarding good hand hygiene practices and effective hand washing
- Therapists are wearing facemasks within client sessions
- We strongly encourage all clients and visitors to also wear facemasks within sessions
- Disposable gloves and aprons are also available to clients and staff
- We ask clients to bring their own water bottle, sweat towels and light equipment/exercise mats where appropriate
- All equipment is cleaned after each client use – or placed in a designated space to be cleaned before further use
- Cleaning wipes, disinfectant and gloves are available in all group sessions for clients/therapists to wipe down any equipment between stations
- Therapists are avoiding equipment that can’t be wiped down or washed
- All pillows have wipeable pillow cases and are covered in single use paper towel
- Plinths are wiped down between each client
- We are regularly cleaning seating in our waiting area, all door handles and taps, kitchen surfaces
- In the clinic, staff have their own desk space each day and wipe down their station at the end of each day with disinfectant wipes
- Shared office equipment is wiped down with disinfectant wipes between users
- We continue to use regular, professional cleaning services
- Contactless payment options are encouraged

Record keeping

- All visitors to the clinic must sign in at reception with their name and number, unless they are the named client booked in our electronic diary. This information is stored securely and used only for the purposes of contact tracing for COVID-19 infections.
- All therapists working in the community must document who is present for the appointment, within their clients' clinical notes
- All staff have the COVID-Safe app on their work phones and clients are encouraged to use this app to support contact tracing
- In the event that we are contacted in relation to a positive case of COVID-19 at ARC, we would cooperate with NSW Health and notify SafeWork NSW on 13 10 50

Updated 04.08.20