# COVID-19 SAFETY PLAN EXAMPLE

Completing a COVID-19 safety plan in consultation with your staff will ensure that:

• you are doing your best to help slow the spread of COVID-19
• your patients can be reassured that your podiatry practice has undertaken measures to reduce the risk of transmission of COVID-19.

You may need to update the plan in the future, as restrictions and advice changes – you can make changes to the plan if you've printed or saved it, or create a new version of the plan. Your practice must follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws.

Below is an example of a completed template to help guide you in completing the plan, with some additional links to resources to assist you. Upon reviewing this, you can complete the blank template to reflect actions taken in your practice. Please ensure that you have taken action to meet every requirement and that you can evidence the action recorded in your plan.

| WELLNESS OF STAFF AND PATIENTS | | |
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| Requirements | Actions | Reference |
| Exclude staff, visitors and customers who are unwell. | **Example:** Our practice pre-screen patients prior to their appointment and remind them of the importance of not attending if unwell and limiting the spread. Patients should be asked if they have been potentially exposed to Coronavirus (COVID-19) or have any symptoms, such as fever, cough, sore throat or shortness of breath. | **https://www.health.gov.au/sites/default/files/documents/2020/05/coronavirus-covid-19-allied-health-checklist-for-receptionists.pdf** |
| Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. | **Example:** Our practice have all staff complete the "How to protect yourself and the people you are caring for from infection with COVID–19". | Training module: **https://www.health.gov.au/news/how-to-protect-yourself-and-the-people-you-are-caring-for-from-infection-with-covid-19** |
| Make staff aware of their leave entitlements if they are sick or required to self-isolate. | **Example:** Our management understand that most employees will be able to access unpaid leave if they are required to quarantine or self-isolate. We have ensured that all staff are familiar with such entitlements. | More details can be found at: **https://coronavirus.fairwork.gov.au/** |
| Display conditions of entry for any customers or visitors (website, social media, entry points). | **Example:** Signs relating to COVID-19 symptoms have been placed throughout the practice as a reminder to patients to refrain from entering if they have symptoms of COVID-19 or transmissible diseases. | More details can be found at: **https://www.health.gov.au/resources/publications/coronavirus-covid-19-lets-be-covidsafe-together** |

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## HYGIENE AND CLEANING

| Requirements | Actions | Reference |
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| Provide hand sanitiser at multiple locations throughout the workplace. | **Example:**<br><br>Patients are asked to perform hand hygiene on arrival and throughout their appointment.<br><br>Our practice has on display posters on the 5 steps of hand hygiene as a visual reminder to ensure staff and clients comply and reduce the risk of transmission.<br><br>Our practice has a no hand shaking/touching policy to minimise the risk of transmission. | For more information refer to the Dept of Health Allied Health checklist for receptionists:<br><br>**https://www.health.gov.au/resources/publications/coronavirus-covid-19-allied-health-checklist-for-receptionists**<br><br>For a poster go to:<br><br>**https://www.podiatry.org.au/documents/item/2163**<br><br>Dept of Health's Coronavirus Stop the spread, hand hygiene post:<br><br>**https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-good-hygiene-is-in-your-hands**<br><br>For Information on the appropriate use of hand sanitisers go to the TGA website at:<br><br>**https://www.tga.gov.au/hand-sanitisers-information-consumers** |
| Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse. | **Example:**<br><br>Our practice applies regularly cleaning practices and schedules in accordance with the Infection, Prevention and Control Guidelines for Podiatrists and the NHMRC's Infection, Prevention and Control guidelines.<br><br>Routine cleaning of the patient treatment area is performed between each patient with detergent/disinfectant solution/wipe. We take extra care to clean/disinfect surfaces in areas that patients have directly been in contact with or have been exposed to respiratory droplets.<br><br>Floors are cleaned daily with a vacuum installed with a particulate-retaining filter, which is changed in accordance with manufacturer's guidelines and cleaned with a detergent solution. | For more information go to:<br><br>**https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf**<br><br>The APodA cleaning schedule page 57 of the Infection, Prevention and Control Guidelines for Podiatrists:<br><br>**https://www.podiatry.org.au/documents/item/1955** |

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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. | **Example**: Our practice ensures staff and clients have access to hand washing facilities that are dedicated for the purpose of hand-washing only and has suitable liquid soap and disposable paper towels. We include hand washing instruction posters above each hand washing sink to ensure appropriate techniques are followed. | For more information go to the APodA Hand hygiene Policy 1.05: **https://www.podiatry.org.au/ documents/item/1919** The Australian Commission on Safety and Quality in Health care provide online hand hygiene training and resources including posters at: **https://www.safetyandquality.gov. au/our-work/infection-prevention- and-control/national-hand- hygiene-initiative** Hand washing technique poster: **https://www.who.int/gpsc/tools/ GPSC-HandRub-Wash.pdf** |
| Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces. | **Example:** The cleanliness of all areas of our practice is maintained at all times in order to reduce the potential risk of the healthcare environment acting as a source for infection transmission. All staff, including cleaners adhere to our documented cleaning schedule which conform to the principles of infection control in the NHMRC's Australian Guidelines for the Prevention and Control of Infection in Healthcare. | For more information go to the: APodA Environmental Cleaning Policy 3.02: **https://www.podiatry.org.au/ documents/item/1934** **https://www.nhmrc.gov.au/about- us/publications/australian- guidelines-prevention-and- control-infection-healthcare-2019** **https://www.health.gov.au/sites/ default/files/documents/2020/03/ coronavirus-covid-19- environmental-cleaning-and- disinfection-principles-for-health- and-residential-care-facilities.pdf** |
| Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions. | **Example:** All staff at our practice receive in-service education on the correct use of cleaning agents and are required to read the requirements for safe use and handling of the cleaning agents as provided on the MSDS. | For more information refer to the Dept of Health's COVID-19 Environmental Cleaning and disinfection principles for health and residential care: **https://www.health.gov.au/sites/ default/files/documents/2020/03/ coronavirus-covid-19- environmental-cleaning-and- disinfection-principles-for-health- and-residential-care-facilities.pdf** The APodA Cleaning Agents – Selection and Use Policy 4.02: **https://www.podiatry.org.au/ documents/item/1938** |

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| Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water. | **Example:**<br><br>All staff are trained in basic IPC principles including aseptic technique when they begin employment at our practice, and at regular intervals (annually or more frequently, as required, e.g. when the risk of an outbreak is increased by a community outbreak of a highly infectious disease).<br><br>Training is appropriate to their roles and includes hand hygiene and the use of personal protective equipment (PPE). | For information refer to the APodA Aspectic Technique Policy 1.01:<br><br>**https://www.podiatry.org.au/documents/item/1914**<br><br>The APodA IPC Cleaning Reusable Patient-Care Equipment Policy 1.02:<br><br>**https://www.podiatry.org.au/documents/item/1915**<br><br>The APodA Blood and Body-Substance Spills Policy 3.01:<br><br>**https://www.podiatry.org.au/documents/item/1933**<br><br>**https://www.health.gov.au/resources/publications/coronavirus-covid-19-guidelines-for-infection-prevention-and-control-in-residential-care-facilities**<br><br>For online training resources go to:<br><br>**https://www.podiatry.org.au/member-resources/infection-control** |
| **Waste Management**<br><br>Many types of waste are generated in the delivery of podiatric services. In order to protect public safety and to provide a safer work environment, it is essential that waste is categorised correctly and disposed of correctly. | **Example:**<br><br>All staff ensure that clinical and related wastes are stored, handled and disposed of in compliance with the EPA regulatory requirements.<br><br>All staff receive periodic updates as to the safe handling and disposal of clinical, related and general wastes as part of routine infection control in-service education. | For more information refer to the APodA Waste Management Policy 3.04:<br><br>**https://www.podiatry.org.au/documents/item/1936** |

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| Infection prevention and control principles for home visits and RACF's. | **Example:** | For information refer to: |
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| | Our practice has a pre-appointment screening process to assess a patient's health prior to their podiatry visit. | The APodA IPC education policy 1.06: |
| | | **https://www.podiatry.org.au/documents/item/1920** |
| | Standard IPC practices apply to clients that are considered low risk. They include: | The APodA Multi-Resistant Organisms Policy 1.08: |
| | • hand hygiene | **https://www.podiatry.org.au/documents/item/1922** |
| | • correct use of personal protective equipment (PPE) | The APodA Standard Precautions Policy 1.12: |
| | • aseptic non-touch technique (ANTT) | **https://www.podiatry.org.au/documents/item/1926** |
| | • appropriate use of medications, antiseptics and disinfectants | The APodA Transmission-Based Precautions Policy 1.14: |
| | • reprocessing of reusable instruments | **https://www.podiatry.org.au/documents/item/1928** |
| | • utilising single-use equipment where appropriate | **https://www.podiatry.org.au/about/news/covid-19-update-managing-home-visits-and-treating-the-vulnerable-patients** |
| | • safe handling and disposal of sharps | **https://www.health.gov.au/resources/publications/coronavirus-covid-19-guidelines-for-infection-prevention-and-control-in-residential-care-facilities** |
| | • correct segregation and disposal of clinical waste | |
| | • appropriate handling of linen | |
| | • cleaning of the practice environment | |
| | • staff health and immunisation | |
| | • respiratory and cough etiquette | |
| | Transmission-based precautions apply to clients suspected or confirmed to have COVID-19 who are in quarantine. | |
| | Transmission-based precautions include: | |
| | • deferring treatment until infectious state is resolved (if possible) | |
| | • use of a separate waiting area protect other patients in the waiting area (where infectious agents may be transmitted by the airborne route) | |
| | • placing patient at the end of treatment lists to allow more time for environmental cleaning after treatment | |
| | • patient and podiatrist wearing additional protective equipment such as masks (P2/N95 or equivalent mask), gloves and single-use gowns | |

| **Managing Exposure** | **Example:** | For more information: |
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| All staff take appropriate action in the event of a blood and/or body-fluid exposure injury. | Exposure to blood or body substances includes:<br>• needlestick or sharps injuries<br>• splashes to the mucosa (eye, nose, mouth) or broken skin<br>• splashes to intact skin or clothing<br><br>In the event of an exposure, our practice takes action immediately and in accordance with the Blood and Body Substance Action Plan. | The APodA Blood and body-Substance Exposure Policy and Plan 2.01:<br>**https://www.podiatry.org.au/documents/item/1929**<br>NHMRC Guidelines for the Prevention and Control of Infection in Healthcare:<br>**https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019** |

### PHYSICAL DISTANCING

| Requirements | Actions | Reference |
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| There are a number of businesses where there are restrictions on patron numbers and the space required to have that number of people; check if there are any restrictions on your business by visiting the your state government's 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. | **Examples:**<br>1. Provide social distancing markers (spaced 1.5m apart) on the floor in common areas and waiting rooms.<br>2. Space waiting room seating so that patients in waiting room are spaced at least 1.5m apart when seated.<br>3. When an appointment is made, instruct patient to call upon arrival, and ask them to wait in the car until they are called to come inside. | Further information on physical distancing:<br>**https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/physical-distancing-for-coronavirus-covid-19** |
| Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent/disinfectant between use. | **Example:**<br>Each employee has their own workspace and should these need to be shared, they will be disinfected in line with infection control procedures. | |
| 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. | **Example:**<br>All staff and visitors must fill out the contact log located at reception upon arrival and departure recording name, phone number, arrival time and departure time. | Contact log template: |

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| Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods. | **Example:**<br><br>Our practice with two podiatrists had extended hours and created two shifts per day. Pod 1 had appointments 7am – 1pm and Pod 2 had appointments from 1.30pm to 7.30pm to reduce waiting room numbers and contact opportunities. | Telehealth Consultations Guide For Podiatrists:<br><br>**https://www.podiatry.org.au/ documents/item/2229** |
| 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. | **Example:**<br><br>Our practice has installed a clear perspex sneeze guard at reception. | |
| Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks). | **Example:**<br><br>Provide social distancing markers (spaced 1.5m apart) on the floor in staff areas as a visual reminder and ensure lunch room seating is spaced appropriately. | COVID-19 member resources:<br><br>**https://www.podiatry.org.au/ about/news/covid-19-member- resources** |
| Use telephone or video for essential meetings where practical. | **Example:**<br><br>Our practice is equipped with webcams and computer technology that allows us to hold all meetings and where appropriate Telehealth consults via our ZOOM online meeting platform. | Telehealth Consultations Guide For Podiatrists:<br><br>**https://www.podiatry.org.au/ documents/item/2229**<br><br>Zoom download:<br><br>**https://zoom.us** |
| Review regular deliveries and request contactless delivery and invoicing where practical. | **Example:**<br><br>All suppliers have been contacted and contactless delivery and payment arrangements are in place. (Evidence with names of suppliers contacted). | |
| Consider signage near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical. | **Example:**<br><br>All areas in which people may have to wait or congregate display a poster from APodA explaining physical distancing. | A copy of this can be found here:<br><br>**https://www.podiatry.org.au/ about/news/covid-19- member-resources** |

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| If staff or workers need to travel together in the same vehicle:<br>• Encourage passengers and drivers to spread out, using front and back seats and consider wearing a face mask<br>• Workers should only handle their own tools and bags where possible<br>• Have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant<br>• Encourage workers to set the air-conditioning to external airflow rather than recirculation | **Example:**<br>Our clinic has two podiatrists each with their own clinic room. Each room is fitted out with equipment that is only used by the podiatrist assigned to that room and that are sterilised in line with our infection control policy. | COVID-19 Infection control resources:<br>**https://www.podiatry.org.au/about/news/infection-control** |
| Have strategies in place to manage gatherings that may occur immediately outside the premises. | **Example:**<br>Signage has been placed outside our clinic asking the public to maintain social distancing and clearly directing them to check-in flow procedure for our practice. | |

| **RECORD KEEPING** | | |
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| Requirements | Actions | Reference |
| 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. | **Example:**<br>Our practice uses a separate sign in sheet for anyone who visits the premises for more than 15 minutes. We record the sign in's separately to our normal practice management system. These records cannot be used for marketing or any other purpose.<br><br>This sign in sheet is kept at reception for everyone to enter their name, phone number and or email address, the date and time they were in the premises. | |
| Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required. | **Example:**<br>Our practice ensures all staff are aware of the COVIDSafe app and how to use it and encourage all to download it. | App download:<br>**https://www.health.gov.au/resources/apps-and-tools/covidsafe-app#get-the-app** |

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| Cooperate with your state government health service if contacted in relation to a positive case of COVID-19 at your workplace, and notify your appropriate state health body. | **Example:**<br><br>Our practice ensures all staff are advised of the importance of cooperating with State Health Authorities in response to a positive case. | |

## Procedure if a staff member or patient that has symptom or pre-screening indicates are high COVID-19 exposure risk:

### IF NOT SHOWING SYMPTOMS, BUT MEETING RISK CRITERIA:

The patient will be provided with a mask and informed that in line with government protocols they are to self-isolate at home for 14 days from the potential COVID-19 exposure.

Ensure that the patient leaves the practice as soon as practically possible and that any contamination risks that arise as a result of their visit (surfaces touched etc) are addressed with environmental cleaning methods immediately.

### IF SHOWING RESPIRATORY SYMPTOMS OR FEVER:

Follow the same process as above but additionally inform them to seek medical advice by calling their GP or one the following relevant health advisory line:

- NSW, SA, ACT, WA, NT and TAS: healthdirect on **1800 022 222**
- VIC: Dedicated COVID-19 helpline on **1800 675 398**
- QLD: **13 HEALTH** (13 43 25 84)
- National Coronavirus Health Information Line: **1800 020 080**

If it is confirmed that a patient has tested positive for the virus, cooperate fully with health authorities once contacted and adhere to all relevant protocol.