

# > HELPING BUSINESS GET BACK TO WORK



## COVID-19 Safety Plan

### General

We've developed this COVID-19 Safety Plan to help you create and maintain a safe environment for you, your workers and your customers.

Complete this plan in consultation with your workers, then share it with them. This will help slow the spread of COVID-19 and reassure your customers that they can safely visit your business. You may need to update the plan in the future, as restrictions or advice changes.


Businesses 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. For more information and specific advice for your industry go to [nsw.gov.au](http://nsw.gov.au)


05 June 2020


BUSINESS DETAILS
Business name: Hunter Primary Care
Plan completed by: Janet Candy, Quality and Safety Officer
Approved by: Jack Hanson, Corporate Services Executive 12 June 2020



### > GUIDANCE FOR BUSINESS

Guidance for your workplace and the actions you will put in place to keep your customers and workers safe


GUIDANCE	ACTIONS
Wellbeing of staff and customers	
Exclude staff, visitors and customers who are unwell.	<p>Staff who are unwell are advised not to attend the workplace.                      Staff who become unwell or exhibit symptoms of illness are sent home                      Visitors/customers who are unwell are asked not to attend face-to-face appointments practicable. Telehealth consultations are offered instead where practicable</p> 


REQUIREMENTS	ACTIONS
<p><b>Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning.</b></p>	<p>Staff have been provided individually with written instructions related to COVID-19, covering:</p> <ul style="list-style-type: none"> <li>- personal hygiene (handwashing, cough etiquette)</li> <li>- physical distancing</li> <li>- cleaning of workstations and communal areas</li> <li>- symptoms of concern and when to get tested</li> </ul> <p>Signage has also been erected throughout each site.</p>
<p><b>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</b></p>	<p>Staff who are sick or required to self-isolate work with their managers to agree on suitable arrangements. Frequent updates are sent to staff via CEO communications and weekly newsletter</p>
<p><b>Display conditions of entry for any customers or visitors (website, social media, entry points).</b></p>	<p>Signage is displayed at all entry points to each building. The website includes a prominent banner with COVID-19 information about service access</p> 

Physical distancing	
<p>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 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.</p>	<p>A physical distancing plan is in place across all sites, to ensure compliance with the required 4 square metres per person, and minimum 1.5 metres distancing. Maximum capacity has been calculated for each space, and signage of this capacity is posted prominently in each communal or shared area (meeting rooms, kitchen/staff areas, waiting areas, consulting rooms).</p> 
<p>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.</p>	<p>In open plan desk-based work areas, certain desks have been closed to ensure adequate distancing between staff. Staff are assigned desks for each shift. No hot desking is used. Each desk is provided with appropriate cleaning products, and staff instructed to clean the desk and all accessories before and after use.</p>

REQUIREMENTS	ACTIONS
<p>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.</p>	<p><i>Under the Hunter Primary Care 'Return to Office' plan, all teams are working COVID-safe rosters, to control the number of people on site at any given time and support adequate physical distancing by allocating work spaces and replacing face-to-face meetings with telephone and video links. Appointment and workload management practices in client-facing teams ensures client numbers on site are managed.</i></p>
<p>Use flexible working arrangements where possible, such as working from home, early and late shifts to reduce peak periods.</p>	<p><i>All teams are working COVID-safe rosters to ensure site capacity is not exceeded. Staff whose role can be effectively performed off site are continuing to work from home for some or all shifts.</i></p>
<p>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.</p>	<p><i>Wherever possible, all staff maintain a 1.5m distance from visitors. This is practical across most areas of the business. At reception a transparent barrier has been installed. Where telehealth is not suitable, and face-to-face meetings required, consulting rooms are large enough and set up to support this distancing. Reception counters (and pens, clipboards, etc) are cleaned regularly with detergent/disinfectant. Where direct face-to-face healthcare is being provided, additional infection controls suitable to the clinical environment are in place</i></p> 
<p>Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks).</p>	<p><i>The requirement for 1.5 metres physical distancing has been accommodated throughout the workplace, including in kitchen and staff break areas. Seating at tables has been reduced to ensure adequate spacing, staff are encouraged to eat at their desks or to go for a walk if they wish to. Distance markers have been placed around frequently used kitchen items to ensure adequate distance.</i></p> 
<p>Use telephone or video for essential meetings where practical.</p>	<p><i>Telephone and web-based video are the primary means of staff meetings, and engagement with other organisations. This allows staff the integration of staff working from home and staff on-site, as well as supporting physical distancing. Telephone and online video platforms are also in use for patient/client services wherever possible. Client meetings are currently mostly via phone or video means,</i></p>

REQUIREMENTS	ACTIONS
Review regular deliveries and request contactless delivery and invoicing where practical.	<i>Contactless delivery and invoicing has been implemented wherever possible.</i>
Consider signage near lifts and passenger travelators directing customers and workers to maintain physical distancing wherever practical.	<i>Not applicable to any sites.</i>
<p>If staff or workers need to travel together in the same vehicle:</p> <ul style="list-style-type: none"> <li>• encourage passengers and drivers to spread out, using front and back seats</li> <li>• workers should only handle their own tools and bags where possible</li> <li>• have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant</li> <li>• encourage workers to set the air-conditioning to external airflow rather than recirculation.</li> </ul>	<p><i>Staff rarely travel together in the same vehicle; however, staff using fleet vehicles have been provided with protocols for COVID-safe travel. HPC cars have a cleaning kit in each car. Staff sign a log indicating that they have used these products to wipe down after vehicle use as per cleaning requirement instructions. Cleaning kits are available for staff who intend to transport clients in their own car</i></p>
Have strategies in place to manage gatherings that may occur immediately outside the premises.	<p>The workload and appointment management system in place minimise the likelihood of visitor groups gathering or being on site at the same time.</p> <p>In relation to staff, outdoor areas are treated as extensions of the indoor workspace, with the same signage and limitations on proximity and gathering.</p>

Hygiene and cleaning	
Provide hand sanitiser at multiple locations throughout the workplace.	<p>Hand sanitiser is provided:</p> <ul style="list-style-type: none"> <li>• At every building entrance used by staff or visitors</li> <li>• On both sides of internal doors sanitizer dispensers are located on the walls</li> <li>• In each meeting room, consulting room and communal staff area</li> <li>• On every active workstation</li> </ul> 
Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.	Detergent/disinfectant surface wipes are provided at each active workstation, with instructions to staff regarding cleaning the desk surface, keyboard, mouse, phone, monitor and other 'touch' surfaces (chair armrests, drawer handles, etc).
Ensure bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands.	All bathrooms are well-stocked with hand soap and paper towels, and have posters with instructions about how to wash hands and how to use handrub. Hand sanitiser is also located outside the bathrooms for use before or after touching bathroom doors.

REQUIREMENTS	ACTIONS
<p>Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces.</p>	<p>Equipment and instructions are provided to staff to allow areas to be cleaned before and after use.</p> <p>All sites are also professionally cleaned daily, with a focus on communal and high-use areas (kitchens, bathrooms, meeting rooms, stationery cupboards).</p> 
<p>Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.</p>	<p>Cleaning products in use are used in accordance with manufacturers' instructions. Product safety sheets are displayed where product is stored.</p>
<p>Staff are to wear gloves when cleaning and wash hands thoroughly before and after with soap and water.</p>	<p>Gloves, instructions for cleaning, and handwashing facilities for post-cleaning are provided to staff.</p>

Record keeping	
<p>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.</p>	<p>Visitor registers are maintained for all sites, and stored in accordance with privacy requirements. Staff and contractor attendance (per rosters) are also maintained by management.</p>
<p>Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.</p>	<p>The COVIDSafe app has been actively promoted to staff and they are encouraged in staff emails.</p> <p>To ensure staff are aware of infection control and their responsibilities we have:</p> <ul style="list-style-type: none"> <li>• Put up posters throughout HPC's offices advising on infection control procedures and use of shared areas such as kitchen and meeting rooms.</li> <li>• Continued regular emails from CEO regarding a range of COVID-19 topics and changes to HPC workplaces.</li> <li>• Information resources are available on the HPC COVID-19 Intranet</li> <li>• Distributed a HPC Return to Office Plan and this safety plan to all staff.</li> </ul>