



## **COVID-19 Safe Strategy**

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### **Rationale**

This process sits alongside our comprehensive Risk Management Policy OSP-RM-001 and Stringent Infection Prevention and Control program, Contingency Plan RM-021-WI002 and Transmission based precautions RM-004-SC1.21 which underpin our health and safety management. It involves identifying hazards, assessing and controlling risks, conducting appropriate screening, monitoring and reviewing activities to make sure that any risks related to the transmission of COVID-19 are effectively managed.

The main steps of the process are set out below under COVID-19 Safe Practice.

### **Purpose**

Dr. Tania Pietrzak Psychological Services has a duty of care to protect the health and safety of clients, staff and others within the organisation.

This will be achieved through a comprehensive, effective COVID-19 Safe Strategy which complies with relevant State and Federal Legislation and Australian Standards/guidelines. It will promote the health, safety and well-being of persons in the workplace.

Ongoing review of processes and current restrictions shall be conducted to ensure that acceptable standards are being achieved in screening and perioperative assessment. The review will also include monitoring the work environment for the purpose of identifying any possible causation factors relating to the risk of transmission of COVID-19.

### **Responsibilities**

The Director and Practice Manager shall:

- Be abreast of relevant information released from government and industry bodies
- Develop appropriate policies, procedures, and processes consistent with legislative requirements, national standards/guidelines, and best practice.
- Consult with and educate employees through department meetings and emails on the development of any COVID-19 Safe policies, procedures, and processes.
- Provide advice and direction on the implementation of any COVID-19 Safe policies, procedures, and processes.
- Initiate change to the COVID-19 Safe Strategy as required.

### **COVID-19 Safe Practice**

#### **COVID-19 Safe – Staff**

All staff are report to management if they are unwell or are displaying any COVID-19 symptoms.

On arrival all staff/psychologists/contractors/employees have their temperature taken and recorded and sign the attestation log book.

All staff/psychologists/contractors/employees as per government directives must wear a tier 1 mask/face covering.

Hand hygiene alcohol pumps are supplied on entry and next to high touch areas for staff. The product contains 70% alcohol, is medical grade and TGA approved.

All administrative staff have undergone Australian Government online Infection Control Training

All administrative, management and psychology staff are provided with appropriate personal protective equipment for their roles where necessary.

Social distancing of 1.5m apart throughout the clinic is adhered to where safely possible.

Workstations are being wiped with detergent and water wipes at the end of the working day by administration staff members.

#### **COVID-19 Safe – Pre-Admission**

All pre-appointments are conducted over the phone.

Clients are asked COVID-19 Safe Screening questions. If deemed a COVID-19 risk they are rescheduled.

Carers/guardians/visitors escorting clients to and from the clinic are also asked COVID-19 Safe screening questions.

Reception staff are the first point of call for temperature checking face to face consult clients, guardians and visitors that will be at the clinic for greater than 15 mins.



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### **COVID-19 Safe - Consulting**

All attending clients/guardians must wear a mask.

All face to face clients and their guardians that will be at the clinic for greater than 15 mins will have their temperature taken by admin. If they are unavailable then the Director will assist. It will be recorded on the COVID-19 Safe Screening form by an admin staff member.

All children over the age of 12 must wear a mask.

Telehealth (phone and video) consultations are offered to all clients.

Confirmation calls for face to face clients ask the following questions; Do you feel unwell at all, or do you have any COVID-19 symptoms? If they answer yes to any of these they are either rescheduled or changed to a Telehealth consultation.

Confirmation text messages for face to face clients ask the following questions; If you have any COVID-19 symptoms please call 97918788 to reschedule or change to a Telehealth consultation. Please note you MUST wear a mask to your appointment. As per Gov recommendation.

All clients are encouraged to come to their appointments alone. Of course, if it is absolutely necessary for their care needs or for communication/translation purposes then they may have someone accompany them. If they have a driver with them they must remain in their car.

Hand hygiene alcohol pumps are supplied on entry and next to high touch areas for clients. The product contains 70% alcohol, is medical grade and TGA approved.

Social distancing of 1.5m apart throughout the waiting areas and consulting rooms is adhered to where safely possible.

COVID-19 Safe Screening form being filled out by all attending clients on arrival.

COVID-19 Safe Screening form being filled out by any adult accompanying a client on arrival that is essential for caring purposes or translation/communication.

If deemed a COVID-19 risk, they are rescheduled.

Available in each consulting room for face to face - Level 2 medical masks are provided for allied health professionals and clients that need them.

Handheld thermometers are located in each consulting room if the psychologist/allied health professional feels it is necessary to conduct further temperature screening on their clients and or guardians. If taken it must be documented in the client history.

Contactless transactions are offered.

A protective film is placed on the EFT machines keypads and replaced at the end of each session.

Water and detergent wipes are used to clean clients pens.

Consulting room beds (if used), chair arms, desk and door handles being wiped with detergent and water wipes down following face to face consults and at the end of each session. Reception areas, including desks, door handles, stationary items, chairs, and benches are wiped down with detergent and water wipes down 3 x daily. This is completed and recorded in a logbook by the administration staff.

### **COVID-19 Safe - Professional Visitors**

All attending contractors/visitors/delivery drivers must wear a mask.

All attending contractors/visitors must sign in & sign out (n/a to delivery drivers).

Hand hygiene alcohol pumps are supplied on entry and next to high touch areas for visitors to use. The product contains 70% alcohol, is medical grade and TGA approved.

As per usual protocols, all professional visitors sign in to the clinic with their name and time they are in the facility.

Covid-19 Safe Screening form being filled out by any professional contractors/visitors staying at the clinic for longer than 1/4 an hour.

Their temperature is taken and recorded by either the director, practice manager or admin. If deemed a COVID-19 risk, they will be asked to reschedule their visit/works.

### **COVID-19 Safe – Professional Cleaning Services**

All attending cleaners must wear a mask & have their temperature checked. Their temperature is taken and recorded by either the director, practice manager or admin. They must fill in the COVID-19 Safe Screening form.

Our cleaners are liaising regularly with the director, Dr. Tania Pietrzak. Along with the already high standard of cleaning provided they are also adhering to the Australian Government's "Coronavirus disease (COVID-19) Environmental cleaning and disinfection principles for health and residential care facilities" and advice provided to DHC from Steam Consulting, our Infection Control Consultant.

Joseph Kuat from Bizzi Beez, staff and management have been provided onsite training/education in donning and doffing PPE correctly. This was conducted by of DON.