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| COVID SAFE PLAN 2020 |
| Clocktower Medical Centre  Version 5 30/10/2021 |

*Guidance on how to prepare your COVID SAFE PLAN is available* [*here*](https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/covid-safe-business/covid-safe-plan)*.*

**Our COVID SAFE PLAN**

Business name: Clocktower Medical Centre

Site location: 284 Raymond street Sale Victoria 3850

Contact person: Caroline Driscoll

Contact person phone: 0408963667

Date prepared: 30th October 2021

| **Guidance** | **Action to mitigate the introduction and spread of COVID-19** |
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| **Hygiene** | |
| Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff. | *Hand Sanitiser is located at each of our entrances. It is located at every workstation. Along with at the 2 front reception desks for patient to use.*  *All Dr’s rooms have hand sanitiser. The Nurses Station have it at every workstation and at their Reception.*  *It is also available in the staff tea room.*  *There are How to Hand Wash signs at every hand washing station.* |
| Where possible: enhance airflow by opening windows and adjusting air conditioning. | *We have limited access to airflow in our building. However, we do have air conditioning throughout the whole building which is serviced regularly.* |
| In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own. | *All staff are required to wear correct PPE, unless a lawful exception applies.*  *Clocktower Medical Centre supplies all equipment needed to ensure staff are able to work in a safe manner.*  *Clinical staff have supplies of PPE in their rooms.*  *ALL persons entering the clinic must have a face covering. If they do not have one, we will supply a mask, unless a lawful exception applies. If a patient is unable to wear a face covering of any sort – we “arrive them” so they don’t lose their place in the appointment book and then will ask them to please use their car as the waiting area if suitable and advise the clinician.*  *All equipment is monitored by our nurses to ensure there is adequate stock levels and ordered as required.* |
| Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19). | *Staff have been given videos from DHS to watch re: donning and doffing PPE.*   * [*http://www.youtube.com/watch*](http://www.youtube.com/watch) * [*http://www.dhhs.vic.gov.au/facecoverings.covid-19*](http://www.dhhs.vic.gov.au/facecoverings.covid-19) * [*https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-10*](https://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-10) * *Hand Hygiene Australia Course* * *We have also provided in-house training on PPE donning/doffing from our practice nurses.* * *Each PPE tub contains an instruction diagram of order of donning and doffing and a poster is up in all clinical room.* |
| Replace high-touch communal items with alternatives. | *All staff are to avoid sharing equipment.*  *Administration staff have been provided with a pencil case to keep their belongings in. If staff are required to use shared communal work stations. They must wash or sanitise their hands beforehand. Glen20, Clinnell and Viraclean products are provided to also spray down the area before use.*  *All equipment is wiped down with Viraclean and Clinnell wipes between sessions.*  *All beds and chairs are wiped down between patients in Nurses Station*  *When using the tea room all staff must wash or sanitise their hands and abide by the 9-person limit in this space at one time – poster at entry to staff room.* |

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| **Cleaning** | |
| Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily). | *Clocktower Medical Centre has cleaners that comes in each morning and Fridays evenings.*  *Our Practice Nurse does a thorough clean between seeing patients in the Nurses Area. They also clean the area at the end of each session. Making sure also their workstations and any high touch areas are cleaned at a minimum of 3 times daily. Dr’s are to clean and disinfect equipment/furniture used in their room between patients.*  *Administration staff are to wipe down their work area before the start of each shift and at the end.*  *The seats are wiped down by administration staff at the end of every session with a clinell wipe, and the cleaning contractors are also cleaning each morning or evening.* |
| Ensure adequate supplies of cleaning products, including detergent and disinfectant. | *The Practice Nurses ensure that we have enough stock of PPE, hand sanitiser, antibacterial wipes, Viraclean and Clinell Wipe Tubs.*  *The Administration staff ensure we have Glen20 disinfectant and detergent supplies.* |

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| **Physical distancing and limiting workplace attendance** | | |
| **Ensure that all staff that can and/or must work from home, do work from home.** | | *Clocktower Medical Centre ensures Dr’s who are at risk are working from home.*  *We have processes in place to allow for our Registrars who live in any of the Hotspot Areas in lockdown to be able to work remotely.*  *As our business is a General Medical Practice, it is not possible for everyone to work from home.* |
| **Establish a system that ensures staff members are not working across multiple settings/work sites.** | | *Clocktower Medical Centre has only one location. However, we do have several staff members who work at different sites.*  *We have staff members who work at Central Gippsland Hospital, Latrobe Regional Hospital and Bairnsdale Regional Hospital, we have confirmed these Hospitals do have an up to date COVID-19 SAFE PLAN 2020.*  *We also have DR’s who visit patients at the local Nursing Homes when video conferencing does not suit the situation:*   * *Wilson Lodge* * *Royal Freemasons* * *Sale Care Community Garden Nursing Home* * *Ashleigh House*   *These Nursing Homes all have an up to date COVID-19 SAFE PLAN in place.* |
| **Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.** | | *When patients arrive, they are to enter via the car park (east) entrance where they are asked to take their temperature on the thermoscan machine, which will alert entrants and staff to any high temperatures recorded. Once the green light is given, they then proceed to the front counter where administration staff ask them set screening questions to ensure they do not have any COVID symptoms and are not a close contact, who is awaiting a COVID test result. Patients are also screened when they are on the phone and booking an appointment to advise of the need to be asymptomatic of cough/cold, flu like symptoms, including a sore throat, runny nose or fever. Screening questions are reviewed and changed/updated regularly in line with local exposure sites.*  *All staff must have their temperature taken before commencing work and this is recorded in our temperature log where a declaration is signed every day to ensure no employees are coming to work with symptoms that have been undeclared.*  *If staff are feeling unwell, they are not to present at work until they are well again.*  *If it is Covid-19 symptoms staff must have a COVID RAPID swab and if appropriate a PCR swab. Staff will advise the Practice Manager who will then organise our Nurses to do the swab before the Staff Member commences work.* |
| **Configure communal work areas and publicly accessible spaces so that:**   * **there is no more than one worker per four square meters of enclosed workspace** * **workers are spaced at least 1.5m apart** * **there is no more than one member of the public per four square meters of publicly available space.**   **Also consider installing screens or barriers.** | | *Our clinic has implemented physical distancing where we are able to;*   * *As patients are now allowed back into the clinic to wait for their doctor, we have two allocated seats for each consulting doctor, spaced within the 2-metre square rule.* * *We have installed screens at the Front Reception and Nurse Reception Area.* * *We have removed some of the waiting room chairs to comply with the 1.5m distancing and placed signs requesting chairs not to be rearranged.* * *We have markings at the Nurse Reception Area to ensure there is no unauthorised access and the area is monitored to be able to adhere to the 1.5m distancing.* * *All staff are wearing appropriate PPE for their work area.* * *Now the clinic has opened their doors, we have developed an entry and exit point to assist with the flow of patients and to ensure no congestion in communal areas (such as the front desk). Patients are advised to enter via the car park entrance (east) have their temperature taken on the automatic machine and proceed to the reception desk where triage questions will be asked. Once the patient has finished in the clinic, they are asked to leave via the entrance at the chemist end (west).* |
| **Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.** | | *Clocktower Medical Centre has provided signage guides on all areas where it is deemed possible congregation could occur.*  *Nurse area does not have more than 3 patients being treated at any given time due to 1.5m safe distancing.* |
| **Modify the alignment of workstations so that workers do not face one another.** | | Workstations do not face each other and are adequately spaced 1.5m apart. |
| **Minimise the build-up of workers waiting to enter and exit the workplace.** | | *We have staggered start and finish times which helps minimise the build-up of workers waiting to enter and exit the clinic. We have a one-way entry and exit system where all entrants to the building will enter via one door and then exit via a 2nd door to avoid traffic and passing each other. Signage direct person to these ways.* |
| **Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).** | | *Clocktower Medical Centre have completed staff meetings explaining the importance of physical distancing whilst working and during lunchbreaks*  *We have signage in place on our tea room door to remind staff of the physical distancing and the current maximum amount of people allowed in the space.* |
| Review delivery protocols to limit contact between delivery drivers and staff. | | *All delivery drivers are to present to the front reception desk, where they are asked the same screening questions as the patients and ensure they have taken their temperature upon arrival. The administration staff will ensure they have checked in via the QR code and they are wearing a mask in line with the current COVID restrictions. And will adhere to same mask conditions as patients.* |
| Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing. | | *Where able to all rosters are staggered start and finish, along with staff break times. This helps to reduce the risk of congregation in communal work areas.* |
| Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the ‘[two square metre’ rule.](https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19#what-is-the-four-square-metre-rule) | | *Patients can now access the clinic regardless if a pre-arranged face-to-face appointment has been assigned or not. They are then directed where to stand/sit upon temperature being taken. We only allow Carers or Parents to come in to the clinic if needed. Extra people are discouraged. The administrative staff will keep an eye on the areas at reception to ensure the density numbers aren’t being breached. If patients turn up early for their appointment or their doctor is behind, we will ask them to return at a closer time, to ensure we abide by the occupancy rate. When we have a COVAX clinic or Flu clinic (where the waiting room is at the eastern end of the corridor) administrative staff will ask the patients booked into the nursing station to wait in the main waiting room, where there is more area and the nurses will escort them from here into the nurse station.* |

| **Guidance** | **Action to ensure effective record keeping** | |
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| **Record keeping** | | |
| **Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.** | | *We have now registered for a QR code and will ensure that everyone signs in when entering the clinic. These codes are placed on several locations in the practice.*  *Clocktower Medical Centre visitors who are unable to QR Check In. We also have a Manual Sign In Register at Front Reception for those patients unable to QR Check In.*  *Pathology is now open and they are taking bookings for patients who need a blood test and keeping their own records on patients in attendance.*  *Patient booking systems enable us to track all patients presenting if need be. All staff QR check and also sign a register noting their temperature and a declaration attesting that they are well ad asymptomatic of any COVD suspicious symptoms or that they have been to any known exposure sites* |
| **Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).** | | *All staff must complete induction paperwork as soon as possible where OHS is discussed. Ethical Dilemma’s are discussed at Admin/Doctor and Nurse meetings.*  *There is a reporting hierarchy and staff to check each other in regards to PPE and any incidents.* |

| **Guidance** | **Action to prepare for your response** |
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| **Preparing your response to a suspected or confirmed COVID-19 case** | |
| **Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.** | *Our Emergency Response Planning Tool is updated on a regular basis according to the needs of the business.* |
| **Prepare to identify close contacts and providing staff and visitor records to support contact tracing.** | *All patients that attend with another person, eg a carer, support person or parent are noted in patient file with contact number for contact tracing if they are unable to scan the QR code- reception staff will advise doctor if this is needed. Delivery people/Contractors entering the building need to scan in via the QR code.*  *There is also the Manual Register patients can use to sign in at Front Reception.* |
| **Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.** | *Cleaning will be undertaken as per DHHS guidelines. Employees will undertake a Risk Assessment to determine whether the worksite or part thereof should be closed.*  *Any risks staff will be furloughed and tested as appropriate.* |
| **Prepare for how you will manage a suspected or confirmed case in a worker during work hours.** | *If an employee is SUSPECTED to have Covid -19, they will be supported to travel home immediately and self-isolate and have Covid-19 test.*  *If an employee is CONFIRMED as having Covid-19 during work hours, they will immediately be furloughed, the employee must wear a mask and leave the practice immediately. Nurses will organise for appropriate follow up PCR or RAT testing as guidelines.*  *Supported to travel home safely and self-isolate.*  *A thorough clean will take place as per DHHS guidelines.*  *Contact Tracing Records will be supplied to DHHS.* |
| **Prepare to notify workers and site visitors (including close contacts)** | *For a SUSPECT CASE (as defined by DHHS) Clocktower Medical Centre will inform all staff at the workplace to be vigilant about the onset of Covid-19 symptoms and self-isolate at the onset of symptoms and be tested.*  *For a CONFIRMED CASE (as defined by DHHS) Clocktower Medical Centre will inform staff, client’s patients, visitors and workplace inspectors who are close contacts and direct them to stay in self-isolation and have a Covid swab if develop any symptoms. Any risky staff will be furloughed until negative results clear them as per current DHS guidelines.* |
| **Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.** | *The Practice Manager will immediately notify Worksafe Victoria of the confirmed case. We will call the mandatory incident notification hotline, and provide formal written notification within 48 hours.* |
| **Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.** | *The Practice Manager will notify all staff/contractors that Clocktower Medical Centre have undertaken all required measures and assessed that workers are able to return to work.*  *DHHS and Worksafe will be notified that the workplace will be reopening, if the practice was advised to close.* |

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Caroline Driscoll

Date 30th October, 2021

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.