



Cairns Trauma & Clinical Psychology

COVID-19 Safe Plan

Business details

Name of business: Cairns Trauma & Clinical Psychology (CTCP Pty Ltd, ATF Madox Unit Trust)

Address of business: Level 1, 351 Sheridan Street, CAIRNS NORTH, QLD, 4870

Owner or operator (full name): Dr Rachel Gleave

Contact details

Contact person (full name): Dr Rachel Gleave

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Date plan prepared: 20 August 2020

By signing below you agree to implement the Covid-19 Safe plan

I understand my responsibilities and have implemented this COVID-19 Safe Plan whilst at Cairns Trauma & Clinical Psychology.

Signed:

Name:

Date:



Cairns Trauma & Clinical Psychology

COVID-19 Safe Plan

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
<p>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.</p>	<p><i>Hand sanitiser is made available to all staff and clients at the entrance/exit of the building, in consulting rooms and at the reception area. Hand soap and paper towels are provided in each bathroom. Disinfectant spray and wipes are also available to clean common areas such as the reception desk, EFTPOS machine, door handles and consulting rooms between sessions.</i></p>
<p>Where possible: enhance airflow by opening windows and adjusting air conditioning.</p>	<p><i>All consulting rooms have windows which can be opened and the building has air conditioning which can be adjusted to increase external airflow (rather than the recirculated air).</i></p>
<p>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.</p>	<p><i>Face coverings will be made available to all staff, contract psychologists, and clients who do not have their own. The clinic will follow medical recommendations for when all staff, contractors and clients are required to wear face coverings.</i></p>
<p>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).</p>	<p><i>COVID safe signs and posters are placed around the building, including at the entrance and reception. Masks will be disposed directly into bins.</i></p>



Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Replace high-touch communal items with alternatives.</p>	<p><i>Hand towels have been replaced with paper towels. Cups replaced with disposable cups. If the situation increases in Cairns, clients will be encouraged to bring their own pens, but will be provided with a new pen if they do not have their own.</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Hygiene</p>	
<p>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</p>	<p><i>Staff and contract psychologists are required to clean common areas at regular intervals and will wipe down surfaces in consulting rooms and reception with disinfectant spray between sessions.</i></p>
<p>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</p>	<p><i>Disinfectant spray and wipes are available to all. Soap is available in all bathrooms.</i></p>

Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Physical distancing and limiting workplace attendance</p>	
<p>Ensure that all staff who can work from home, do work from home.</p>	<p><i>When/if the COVID-19 worsen in Cairns, all staff and contract psychologists will be working from home using telehealth where possible. Psychologists may need to come into the office where the provision of a face-to-face service is critical to client wellbeing.</i></p>



Guidance	Action to mitigate the introduction and spread of COVID-19
<p>Establish a system that ensures staff members are not working across multiple settings/work sites.</p>	<p><i>Psychologists have been instructed not to work across different locations and have been notified that they are required to declare to management if they do work across multiple sites.</i></p>
<p>Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.</p>	<p><i>COVID safe signs have been placed at the entrance of the building asking people not to enter if sick or if they are being tested for COVID-19. If the Covid-19 risk increases in Cairns, a staff member with a thermometer will be located at the entrance to the clinic and will check the temperature of each client upon entry.</i></p>
<p>Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.</p>	<p><i>Waiting room chairs will be separated by at least 1.5 metres, psychologists have their own consulting room and the client and psychologist will remain at least 1.5 metres apart in the consulting room (with the exception of any procedures requiring closer contact, for example, attaching bio-feedback equipment) and all staff and clients will be instructed to keep 1.5 metres apart in the hallways.</i></p>
<p>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</p>	<p><i>Floor markings are placed at the reception area to identify a 1.5 metres distance.</i></p>
<p>Modify the alignment of workstations so that employees do not face one another.</p>	<p><i>All contract psychologists have their own consulting rooms.</i></p>
<p>Minimise the build up of employees waiting to enter and exit the workplace.</p>	<p><i>COVID safe signs about physical distancing have been placed at the entrance of the building. During busy times, if the waiting area exceeds the capacity of 4 people (maximum capacity to allow for 1.5m distancing), clients will be asked to wait in their vehicles until their appointment time.</i></p>
<p>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</p>	<p><i>Psychologists work individually with their clients.</i></p> <p><i>COVID safe signs about physical distancing have been placed around the building, including the kitchen. Psychologists have been advised to take their tea, coffee, or meals back to their rooms, and not to congregate in the kitchen/meals area.</i></p>



Guidance	Action to mitigate the introduction and spread of COVID-19
Review delivery protocols to limit contact between delivery drivers and staff.	<i>The business is adhering to contactless deliveries when possible, staff and psychologists have been advised to maintain a distance of 1.5 metres or greater from a delivery person, and to wash their hands thoroughly after receiving a delivery.</i>
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<i>Rosters and timetables have been developed to minimise overlap between psychologists and staff, and to space out sessions with clients to reduce the number of clients in the building at any one time.</i>
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 ‘four square metre’ rule .	<i>COVID safe signs about physical distancing have been placed around the building.</i>

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<i>Administration and contract psychologists are required to record their client’s attendance – including extra visitors that accompany their clients. We also maintain a record of all psychologists and support staff who work onsite.</i>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<i>All staff and contract psychologists have been advised to contact management immediately if they have been in contact with someone diagnosed with COVID-19.</i>

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	



Guidance	Action to prepare for your response
<p>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</p>	<p><i>In the event of a case of COVID-19 we will close that location for one week to enable a thorough clean of the site.</i></p>
<p>Prepare to assist the state government with contact tracing and providing staff and visitor records to support contact tracing.</p>	<p><i>A log of contract psychologists, staff and clients who have visited the building is maintained for billing purposes and will be readily provided to contact tracers.</i></p>
<p>Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.</p>	<p><i>In the event of a case of COVID-19, the building will be closed for one week and professional cleaning of all areas and surfaces will be undertaken.</i></p>
<p>Prepare for how you will manage a suspected or confirmed case in an employee during work hours.</p>	<p><i>A staff member or contract psychologist who is suspected to have COVID-19 will be supported to travel home immediately and will be requested to undergo a COVID-19 test and self-isolate. Management will inform all staff and any clients who have had recent contact with the psychologist/staff member to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</i></p> <p><i>If a case is confirmed, the worksite will shut down immediately and all staff, contract psychologists, and clients will be contacted and asked not to attend.</i></p>
<p>Prepare to notify workforce and site visitors of a confirmed or suspected case.</p>	<p><i>For a confirmed case, the worksite will shut down immediately and management will inform all staff and clients who are close contacts and direct them to stay in self-isolation.</i></p> <p><i>For a suspected case, management will inform all staff to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</i></p>
<p>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</p>	<p><i>WorkSafe will be immediately notified of a confirmed case by immediately calling the mandatory incident notification hotline and providing formal written notification within 48 hours.</i></p>
<p>Confirm that your workplace can safely re-open and workers can return to work.</p>	<p><i>The worksite will be reopened once all required measures, including professional cleaning have been completed.</i></p> <p><i>All relevant authorities will be notified that the workplace is reopening</i></p>