

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**



Your COVID-19 Safety Plan

General practice and other primary health service providers

Business details

Business name	Lismore Music Therapy
Business location (town, suburb or postcode)	Lismore
Completed by	Elizabeth Mackney
Email address	bemackney@gmail.com
Effective date	2 August 2021
Date completed	2 October 2021

Wellbeing of staff and patients

Exclude staff who are unwell from the premises. Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.

All associated sole traders, carers, support personnel, participant/patients, are not to attend the work zone if acutely physically unwell in any way whatsoever and should make contact with the provider (Elizabeth Mackney) to request the option of Telehealth at the earliest possible time. All actions should be taken by all in the circle of contact with this business (Lismore Music Therapy) to adhere to the public health orders and recommendations in relation to Covid testing and vaccinations.

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

This is not relevant as Elizabeth Mackney of Lismore Music Therapy operates as a sole trader. However, within our peer support network of sole traders and allied health professionals we have regular peer supervision meetings and discussions to ensure we are keeping up-to-date with the business supports available.

Request that patients call ahead if they have symptoms of COVID-19.

All participants/patients/their carers/representatives are aware of the criteria for attending face-to-face therapy i.e. they must not have any symptoms of any acute physical illness whatsoever, and they must not be subject to any stay at home/lockdown/isolation public health orders. They must ring to request a change to Telehealth at the earliest possible time.

Have a management plan in place for patients (and carers/family members of patients) presenting with COVID-19 symptoms, including appropriate separation from other patients and requirement to wear a mask. It is important that all patients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases.

Any participants/representatives/carers arriving to the entrance of the venue with any symptoms of acute physical illness whatsoever will not be able to access the service, and they will be made aware of this in the establishment of their therapy service before attending for new participants/patients, and at completion of this Covid safe plan for existing participants/patients. All actions should be taken by all in the circle of contact with this business (Lismore Music Therapy) to adhere to the public health orders and recommendations in relation to Covid testing and vaccinations.

Display conditions of entry (website, social media, venue entry).

This Covid safe plan will be e-mailed/texted to all participants/their representatives at the earliest point after completion of this plan for existing participants/patients and at the establishment of service for new participants/patients. Regular updates associated with changes to case numbers, and public health orders associated with our local area

will occur when relevant and in the most timely way possible. Further as this business services a regular cohort with special needs communications of this nature will be individualised and addressed to the most appropriate/relevant individual/support person/Carer/representative.

Encourage staff to access COVID-19 vaccination.

Elizabeth Mackney is fully vaccinated against Covid 19. Any other sole traders associated with Lismore Music Therapy are either fully or partially vaccinated.

Physical distancing

Where reasonably practical, ensure staff and patients maintain 1.5 metres physical distancing at all times. Where possible, assign staff to specific workstations. If staff are not able to physically distance, or work in a role with significant patient interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, general practitioners should wear a mask for all clinical encounters and general practices should refer to NSW Health guidance that may require mask wearing by general practice staff.

Physical distancing will be maintained whenever possible, however this recognised allied health therapy has been deemed a reasonable and necessary service by the NDIA for addressing an NDIS cohort with significant lifelong needs in the areas of physical psychological and social disability. This means an individualised approach to the application of physical distancing and mask wearing needs to be taken at all times and in close consultation with the participant/their representative/Carer/etc. to ensure therapeutic benefit. In cases where the risk within the community triggers a public health stay at home/lockdown/isolation order Telehealth is made available to all for whom it is suitable.

Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate.

No more than three participants can attend Lismore Music Therapy main place of business as per the physical distancing recommendations. For larger group sessions Lismore Music Therapy hires a hall space that allows the appropriate physical distancing for the group size. Chairs are allocated to set up recommended distances and instruments are allocated and not shared. Doors of the hall venue are all left open to

allow cross ventilation wherever possible through the sessions.

Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having patients wait elsewhere if possible, staggering bookings and limiting walk-in patients.

15 minutes is the minimum time space between sessions, and all sessions start and finish on time. This means there is no mixing of participants/their representatives between therapy whatsoever. This is also important because therapy is a confidential process. This also allows time for cleaning and airing of the work space. There are no “walk-ins” in this business. A regular cohort attends at the same time at either weekly, fortnightly or monthly intervals.

Consider physical barriers such as plexiglass around counters with high volume interactions with patients.

This is not relevant to this business because there is only one-three participants attending at any one time. There are no “high volume” areas.

Encourage telehealth appointments where practical.

In the case of any associated sole traders/participants/carers/etc being subject to public health stay at home/lockdown/isolation orders participants will be offered Telehealth.

Use telephone or video for essential staff meetings where practical.

Peer support, continuing professional development experiences, work related communications will take place in a manner that adheres to the public health orders at all times and will use mediums such as online via e-mail, phone, or teleconferencing to ensure strong ongoing professional support and development.

Where reasonably practical, stagger start times and breaks for staff members and encourage breaks to be taken outside. Ensure physical distancing is maintained in common areas, such as break rooms or meeting rooms. Surgical masks should be worn where physical distancing cannot be maintained.

This is not relevant as Elizabeth Mackney is a sole trader and therefore all breaks are taken in isolation.

Review regular deliveries and request contactless delivery and invoicing where practical.

All deliveries are requested to be contactless. All invoicing occurs online. No cash is

handled through this business.

Hygiene and cleaning

Adopt and support good hand hygiene practices.

Hand sanitiser is always available in the space and is used before, during (whenever relevant) and after contact with each participant.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.

Hand soap and clean towels and hospital grade wipes are always available and restocked between each participants bathroom use. It is important to note that bathroom use by participants is very infrequent at Lismore Music Therapy's main place of business. This is because there is no wait time for the service i.e. sessions start and finish on time. Rarely is the bathroom used by more than one participant in a day. The hall venue for larger group work has its own Covid safe plan and well stocked bathroom with hand soap and paper towels.

Have hand sanitiser at key points in the practice, such as entrances and exits, patient rooms and waiting areas.

Hand sanitiser is available to all on entrance and exit to the single room therapy space of both Lismore Music Therapy's main place of business and the group hall.

Ensure staff wear PPE appropriate to the patient presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training. There are resources available from the Department of Health, the Australian Commission on Safety and Quality in Health Care, and the RACGP.

All associated sole traders wear PPE as is appropriate to the participant/patient presentation and in line with the most recent advice from NSW Health. All associated sole traders have completed the infection prevention and control training and COVID 19 training module as is required by the NDIS Quality And Safeguards Commission's recommendation for providers. This is because all the participants/patients that Lismore Music Therapy serves are NDIS participants.

In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Windows and doors are opened and the air-conditioning fan is turned on full whenever possible and between sessions to maximise cross-ventilation and the intake of outside air.

Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

All frequently used/touched hard surfaces and areas are cleaned between every participant/patient.

Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.

All disinfectant solutions are at an appropriate strength and are used in accordance with the manufacturer's instructions.

Staff should wash hands with soap and water before and after cleaning.

All associated sole traders wash their hands with soap and water before and after cleaning.

Encourage contactless payment options.

All payments associated with this business are contactless. Lismore Music Therapy is a cashless business.

Record keeping

Keep a record of the name, contact number and entry time for all staff, patients (including all people who accompany a patient to an appointment) and contractors for a period of at least 28 days. Contact details should be collected using a contactless electronic method such as the NSW Government a QR Code system or similar. Ensure

it is possible to distinguish between in-person and telehealth appointments.

Note: A person entering any health or medical facility, other than a pharmacy, as a patient, is not required to provide contact details under the *Public Health (COVID-19 Gathering Restrictions) Order (No 2) 2021*.

A record of the name, contact number, and entry time of all associated sole traders/participants/patients/representatives/carers/etc will be kept for a period of at least 28 days. This information will be collected in a contactless manner and a clear record of face-to-face and Telehealth sessions will be maintained.

Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.

Elizabeth Mackney the sole trader and owner of Lismore Music Therapy will request that all people entering the premises demonstrate evidence of check-in and the methods for check-in will be clearly visible and accessible.

If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.

All relevant contact details for all attending are gathered manually in advance of sessions i.e. in the referral and establishment of service process. The start and finish time of sessions follow a set and regular weekly, fortnightly or monthly schedule. A record of the name, contact number and entry and exit time of all associated sole traders, participants/patients/their representatives/carers/etc will be kept for a period of at least 28 days. These records will be able to be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hrs, upon request from an authorised officer.

General practices and other primary health service providers should consider registering their business through nsw.gov.au

Elizabeth Mackney of Lismore Music Therapy will consider registering her business through nsw.gov.au

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

Elizabeth Mackney of Lismore Music Therapy will cooperate with NSW Health if contacted in relation to a positive case of Covid 19 at my workplace, and notify SafeWork NSW on 131050

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes