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## **Covid-19 Safety Plan**

### **Pilates Power & Physiotherapy Cronulla Pty Ltd**

**Updated 10/10/2021**

Covid-19 has had an obvious and serious effect on everyone's lives in the last 18 months.

At PPP we provide a multidisciplinary service of Physiotherapy, Pilates, Exercise physiology Rehabilitation and Massage to 100s of clients each year.

The health professional services we provide are an essential service when it comes to assisting our clients remain active and out of hospitals. Therefore, PPP has continued to operate Physiotherapy services during the pandemic through

- Face-to-face treatment, with enhanced infection control measures
- Telehealth consultations

As restrictions begin to ease this week, we are welcoming back our Pilates Instructors who were hugely missed by all and are ready to return to teach Studio Pilates at PPP.

We continue to stay on top of all regulations and aim to update our Covid-19 Safety Plan as required in line with public health orders, NCCC, CAHO, WHS, APA, ESSA and Fair Work

**Pilates Power and Physiotherapy Cronulla is a registered COVID SAFE PRACTICE.**

For the safety of our team, clients, and the community we have implemented the following enhanced infection control measures.

### **PPP VACCINATION STATUS POLICY**

- Proof of vaccination or medical exemption is required for all physiotherapy clients entering the premises (16+).
- On arrival – if booking a physiotherapy or pilates appointment- a clients vaccination status is checked by the reception staff and recorded in their electronic file until deemed not obligatory by NSW health guidelines, upon which time this entry is destroyed to abide by the privacy law of the client.
- Staff working for Pilates Power and Physiotherapy Cronulla is required to show proof of double vaccination as per NSW government law. By 30 November 2021 all Health Professionals must had at least 2 doses of COVID-19 vaccine unless they are able to produce a medical contradiction certificate (in a form approved by the NSW Health) All health professionals working for PPP are currently fully vaccinated.
- All Pilates instructors at PPP are currently fully vaccinated and prospective new employees in this industry will be advised to receive Covid-10 vaccine, however up to this date 10/10/2021 there is no public health order or obligation of Pilates Instructors to be fully vaccinated to work in the fitness industry, which is subject to changing government regulations in this everchanging climate of Covid-19.
- Clients who are not fully vaccinated and wishing to attend a physiotherapy session can do so as reflected by the current federal anti-discrimination legislation, however, the appointment will be a one-to-one private consultation and cross over with other clients and staff will be prevented taking necessary measures. Masks must be worn within PPP premises until further notice.

### **PPP INITIATIVE FOR THE WELL BEING OF STAFF AND CUSTOMERS**

- Undertake every possible measure to keep clients and employees safe from the effects of Covid-19 endemic by following all PPP initiatives outlined here.
- Continuing to adapt PPP to a new and necessary operating environment as we follow NSW government and health order guidelines and understand how our WHS risks change with time.
- Assisting PPP staff back into the busy workforce after being at home for 12 weeks.
- Welcoming clients back who have been affected by the Covid-19 pandemic.
- SMS appointment reminders are also reminding the clients to bring their own towels, mask, and water bottle.

### **PPP WORK FROM HOME INITIATIVES:**

- Our team has been offered to work from home wherever possible and are engaging in Physiotherapy consults via Telehealth or Pilates Mat Classes via zoom, some of the reception work is done remotely.
- Staff meeting and social events are held via zoom when possible.

### **PPP RECORD KEEPING INITIATIVES:**

- On entering the PPP premises, all staff, visitors, clients, and contractors are urged to use the Service NSW electronic QR code system to collect contact details and facilitate contact tracing.  
QR codes are clearly displayed in multiple locations across the clinic. If a client does not have a phone they are to manually sign in and out at reception.
- As per NSW health order PPP will request to view the vaccination status or medical exemption and record this status in MBO client details for a limited period. This entry will be deleted or updated as rules change with the development of this pandemic.

### **PPP ENVIRONMENT INITIATIVES**

- Signage clearly visible to all staff, visitors, and clients:
  - wear a mask as a condition of entry - displayed at all entrances.
  - specify the maximum capacity of each room at our clinic, based on 4sqmpp.
  - hand washing techniques and safe hygiene practices - placed throughout premises
- Markings are installed on the floor at our reception desk to ensure that clients always remain more than 1.5 m away from each other and our team.
- Furniture such as couch and chairs are rearranged to ensure social distancing rules can be complied with, waiting areas closed and clients asked to not arrive early.
- Pillows, magazines, and children's toys have been removed.
- Water coolers have been removed and clients asked to bring their own water bottles to each session.
- Ventilation is ensured by opening windows and doors, Air purifiers are sourced but have not been purchased yet.
- Contact less deliveries of supplies whenever possible.

### **PPP HYGIENE AND CLEANING INITIATIVE**

- Staff is taking steps to ensure everyone's health and safety as they advocate and follow strict hygiene practices.
- All clients and staff use automated spray hand sanitiser before entering the premises. Frequent washing hands throughout the day is mandatory for staff.
- Surfaces in treatment and exercise areas are sanitised after each use with VIRA-CLEAN, a hospital grade disinfectant, which is certified to eliminate the Covid-19 pathogen by Australian Government's Therapeutic Goods Administration (TGA).
- A different cloth is used for each wipe down to prevent cross contamination, followed by hand sanitising.
- Staff regularly cleans and sanitizes 'frequent high touch' areas such as light switches, taps, keyboards and remote controls.
- Pens at the reception are separated into cleaned and used pens and sanitised after each use.

- All doors are left wide open during operating hours to avoid touching handles and for optimal natural ventilation.
- At the end of a shift each team members sanitise the allocated work area in depth.
- Reception staff has been taken on the responsibility to maintain constant stock of hand sanitiser, masks, and wipes.
- A professional cleaner is employed twice a week for disinfecting and deep cleaning.

#### **PPP TRAINING INITIATIVE**

- Our Team has completed specific training concerning Covid-19 and infection control management.
- Reception team has been taken on the responsibility to monitor social distancing rules and regulations in the waiting room including diary adjustments so not too many clients are at the premises at the same time.
- The directors of PPP are obliged to keep up to date with changing policies and procedural outlines from the NSW Health Guidelines and to provide adequate training to all staff as well as public notices to all clients.

#### **PPP SCREENING INITIATIVES**

- Clients are required to cancel their appointment if they are exhibiting coronavirus like symptoms, attended a hotspot or have been in contact with a suspected or known COVID-19 case. Clients are advised to check the NSW Health Website for guidelines and updates.
- All staff is required to stay home if they are exhibiting coronavirus like symptoms, attended a hotspot or have been in contact with a suspected or known COVID-19 case.

#### **PPP PERSONAL PROTECTIVE EQUIPMENT (PPE) INITIATIVES**

- A Perspex screen has been installed at our reception desk.
- All staff, clients, visitors, and contractors are requested to always wear surgical grade facemasks. PPP Website, social media and signage at clinic entry are clearly stating this condition of entry.
- We maintain a readily available stock of hand sanitisers and surgical masks for our staff and clients on arrival.
- Staff has to change masks every 4 hours if working a shift that exceeds 4 hours.
- Clients are required to bring their own towel for treatment and exercise. If they forget their towel, we have a stock of clean towels on loan.
- PPP towels are only used once and washed each week by our contactless laundry service.

### **PPP SOCIAL DISTANCING INITIATIVES**

- Markings are installed on the floor at our reception desk to ensure that clients always remain more than 1.5 m away from each other and our team.
- Numbers of seats have been reduced and clearly marked where sitting is permitted to ensure there is 4 sqm per person.
- Clients are discouraged to arrive early, and where possible wait outside for their appointment. Maximum number of clients in clinical rehabilitation groups are 3 and studio Pilates groups are 4, studio mat classes as well as physio led group classes are 5-7.
- PPP staff is required to limit their movement between our studio and treatment rooms during their shift and if possible, to see their clients in the same room for the duration of their shift. Physio and Pilates clients are not to mingle before or after the sessions, change rooms or share equipment.

### **PPP PAYMENT INITIATIVE**

We encourage all payments to be done cash less by tapping bank cards or paying with Esidebit using our mobile App. Clients have been encouraged to use a health fund card stored in their phone for Hicaps processing as it limits handling of cards between reception staff and clients.

## **PPP POSITIVE CASE MANAGEMENT PROCESS**

If we become aware that a person has visited our sites while infectious with Covid-19, we will adhere to the Strict NSW Health Guidelines for accurate tracing and notification

### **PPP Covid-19 Risk Assessment:**

If staff learns that they or a client visiting PPP have tested positive to Covid-19 they have the duty to immediately:

Inform our Directors Karina Craig and Barbara Wood, who will determine the Identity of the person

- The date/time that the person first started to display symptoms of Covid-19.
- The date/time that the person sought a test to determine if they have been infected with Covid-19.
- The date/time that the person received notification of their positive Covid-19 test result.
- The date/time of the person's recent visit to Pilates Power and Physiotherapy Cronulla.
- Which areas of our site that person visited (f e waiting area, toilets, physio rooms, Pilates rooms).
- Team members and other clients interacting with the person for longer than 15 minutes at PPP.
- Team members and other clients who were in the same enclosed space as the person for more than 2 hours at PPP.
- Any information that they consider relevant.

Our directors will then convey any information to NSW Health to determine if there is a material risk that our site is contaminated with Covid-19.

If contamination is confirmed at PPP, the directors will inform their landlord immediately.

With guidance of NSW Health advice, the directors will determine if temporary closure of the clinic for cleaning is required.

All staff or clients that were in contact with the client who tested positive will be contacted to determine about the length of time they were in the same room with that client as well as how close of a contact they had with that client. If any risk of infection exists these staff members or clients will have to undergo a Covid-19 test and self- isolate until a negative test result is returned.

The clinic undergoes deep cleaning and close and casual contacts are identified and requested to self-isolate as they are waiting for their test results to return. Always being directed by the NSW government advice.

When reopening the studio/clinic PPP will evaluate to determine and act upon any opportunities to improve PPPs operations going forward.

Contact the public health unit if there are more questions on 1300 066 055

Please see Link to NSW Health website COVID Hotline number as well which is:

<https://www.nsw.gov.au/covid-19/latest-news-and-updates>

COVID Hotline PH: **1800 020 080**

Please see link to COVID HOT SPOT areas:

<https://www.nsw.gov.au/covid-19/latest-news-and-updates#increased-testing-and-surveillance>