

## **Pinnacle Health Group COVID Safe Plan**

The health of our staff and clients is of utmost importance to us. The Pinnacle Health Group COVID safe plan is in place to ensure we are all well equipped to minimise any risk of infections at our Centres. The following infection control measures are now in place within all our centres and we will continue to monitor and update these measures as necessary.

### **★ Screening of all clients at the time of booking and at entry**

All clients and staff entering our centres will be asked to review the COVID-19 screening questions below.

- Have you or anyone you live with been in contact with anyone who has, or has had a confirmed case of COVID-19 within the past 2 weeks?
- Have you or anyone you live with been in contact with anyone required to isolate within the past 2 weeks?
- Have you in the past 2 weeks had a cough, fever, sore throat, shortness of breath, fatigue, aches or pains, headaches, runny or stuffy nose?

If you answer yes to any of the following, please do not enter the clinic.

### **★ Compulsory temperature checks as a condition of entry**

The compulsory temperature checks (no contact) will apply to anyone entering the clinics and will be conducted by our concierge staff.

- Temperature checked conducted by front desk staff at entry and recorded on a sign in sheet
- Temperature above 37.5 degrees : a second check will be conducted after a short period of time and no entry will be allowed if temperature isn't below 37.5 degrees
- Please refer to the temperature check procedure document for more information

## ★ Masks + PPE + Hand sanitizer available at entry

- Effective 22 July 2020, it is now mandatory that all staff and clients in Melbourne wear a mask when entering our clinics and remain wearing a mask for the duration of the treatments (This excludes people who cannot wear a mask for a medical reason)
- All staff and clients will be required to either wash their hands with soap or use the hand sanitizer provided at entrance to thoroughly clean their hands prior to entering the treatment rooms
- Use of gloves and mask are compulsory for front desk staff who are conducting temperature checks
- Optional for clients/therapists
- Disinfectant, hand wash, additional towels will be placed in all treatment rooms

## ★ Physical distancing measures

- Posters placed around the workplace reminding everyone to keep at least 1.5 metres distance between everyone at the workplace.
- Signs placed at the entrances to rooms to ensure the maximum safe capacity is not exceeded.
- Workstations, desks and tables, pilates reformers etc will be moved apart to comply with 1.5m physical distancing.
- Introduction of staggered return to work arrangements so less staff are in the workplace at once.
- Instruct staff to have meetings by phone or online instead of in person. If not possible, meet in a large space/ outdoors and keep meetings short.
- Review regular deliveries and request contactless delivery.
- Provide social distancing markers on the floor in areas where customers line up or where workers perform tasks.

## ★ Introduction of policies, procedures and training

- COVID-19 policy
- PHG Infection control policy
- Flexible working policy
- Working from home policy
- Temperature checking procedure
- WHS policy
- Compulsory infection control training  
(<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>)