



Work health and safety plan for COVID-19

This plan outlines our commitment to providing a safe and healthy work environment for all employees and clients

What are the symptoms?

The symptoms of Coronavirus range from a mild cough to pneumonia and in severe cases can lead to death. People who have coronavirus typically experience some or all of the following symptoms:

- fever;
- flu - like symptoms such as cough, sore throat and fatigue; and
- shortness of breath.

It is important to seek immediate medical advice if the illness quickly becomes worse or if any of the following symptoms occurs:

- shortness of breath;
- chest pain;
- confusion or sudden dizziness;
- persistent vomiting.

How is it spread?

Coronavirus is spread from person-to-person through:

- Close contact with an infected person;
- Contact with droplets from an infected person's cough or sneeze; and
- Touching surfaces or objects (like doorknobs and tables) that have cough or sneeze droplets from an infected person and then touching your mouth or face.

What can be done to stop the spread of coronavirus?

Everyone should practice good hygiene to protect against infections. Good hygiene includes:

- Washing hands with soap and water;
- Using a tissue and cover your mouth when you cough or sneeze;

- Avoid touching your face
- Avoiding close contact with others, such as touching.
- Regularly disinfection hands
- Not attending college if you show any signs of a cold or flu
- Not attending the college if you have had any contact with an infected person

Reporting and Notification of COVID19

- If there is a confirmed or probable diagnosis of COVID-19 infection in a person who is part of our workplace, NSW Health will be notified by the medical professional who confirms the diagnosis and the laboratory that completed the test.

Workers' responsibilities in relation to COVID-19

- Workers have a duty to take reasonable care for their own health and safety and the health and safety of other persons in the workplace.
- **What does a worker do if they test positive for COVID-19?**
- NSW Health will contact you if you have a positive test for COVID-19. You must self-isolate and follow the instructions of health authorities. You should inform your supervisor of your diagnosis and you must not attend work.
- NSW Health will contact your employer, if required, for the purpose of contact tracing and will advise on what actions are required to protect other workers who may have had close contact with you.
- **When can a worker return to work if they have COVID-19?**
- Your health care provider will advise you when you are no longer infectious and can return to work.

What should a worker do if they have had close contact with someone who has tested positive for COVID-19?

- NSW Health will undertake contact tracing. This involves identifying people who have had close contact with someone with confirmed COVID-19 infection. If you are considered a close contact, you will be directed to self-quarantine and provided with information to prevent the further spread of infection.
- People who are not close contacts do not have to go into quarantine but should be alert to the signs and symptoms of COVID-19, monitor their health and continue to practice recommended social distancing and hygiene measures.

When can a worker return to work after self-quarantine?

- If you have self-quarantined for 14 days without any symptoms, you can return to work. If you need a medical certificate you should see your GP. If you have tested negative for COVID-19 during this period, you must remain in quarantine for the full 14 days. You

should seek medical attention immediately if you develop symptoms while in self-quarantine.

What happens if a worker develops symptoms while they are in self-quarantine?

- If you develop symptoms while you are in self-quarantine, you should seek medical attention immediately from your GP or a Fever Clinic. Call ahead to let the doctor or clinic know you are under quarantine so they can prepare for your arrival. If you are tested for COVID-19, you must remain in quarantine while waiting for the test results. If your test comes back negative, you are still required to complete the rest of your quarantine period. If you test positive for COVID-19 infection you will be required to self-isolate.

Business Name: Urban Spa Australia	
CEO Name: Michelle Taylor	Approval: Y
Worker Representative Name: All employees	Approval: Y/N
Date completed: 15/5/2020	Date distributed: 24/5/2020
Revision date:	

Checks and preparation, we have done to know we can re-open?	<p>We will:</p> <ol style="list-style-type: none"> 1. Review infection prevention and control policies and procedures which include actively promoting social distancing, good hand and respiratory hygiene, and increased cleaning of common areas, frequently touched surfaces and shared workstations within the work environment; 2. Implement a safe system of work consistent with directions and advice provided by health authorities 3. How workers and/or their health and safety representatives (HSRs) will be consulted; 4. Monitor the covid-19 situation as it develops, relying on information from authoritative sources such as health authorities; 5. Check condition of equipment and facilities, condition of perishable items, staff training; 6. Ensured all staff have completed COVID 19 Infection control training; and 7. Encouraged all staff to get vaccinated for winter flu season. 8. Ensure we have adequate supplies of hand sanitiser, disinfectant wipes, soap, gloves and masks. 9. Ensure all premises have a thorough clean before opening 10 Ensure Covid 19 safety signs on each reception desk 	CEO, Spa Managers
How we are complying with social distancing	<p>We will:</p> <ol style="list-style-type: none"> 1. Ensure all people entering the premises have their temperature checked on arrival, and sanitise 	Franchise owners, Spa Managers & All Staff

requirements?	<p>their hands, on arrival;</p> <ol style="list-style-type: none"> 2. Maintain social distancing in public areas; and 3. Limit cash transactions, encouraging use of contactless payment options 4. Continue to conduct meetings wherever possible by Zoom 	
How we are complying with hygiene and cleaning requirements?	<p>We have:</p> <ol style="list-style-type: none"> 1. Hand washing facilities or alcohol-based hand sanitiser at entry and exit points and in common rooms/lunchrooms, 2. Signs posted regarding practicing of proper hygiene and hand washing, and 3. Scheduling appointments/bookings to allow for sufficient cleaning time 4. Should an Urban Spa have a case of Covid 19 the premises will be immediately shut and will be sanitised by a professional cleaner with appropriate equipment such as Sydney Cleaning Company 0261901371 or Info Clean 1300256225 	CEO, Franchise owners, Spa Managers
How we are managing deliveries, contractors and visitors attending the workplace?	<p>We have:</p> <ol style="list-style-type: none"> 1. Arranged a drop off point for deliveries, and 2. Contractors or visitors sign in or text their contact details 	Spa Managers
How we are reviewing and monitoring work health and safety compliance?	<p>We review thru:</p> <ol style="list-style-type: none"> 1. Executive meetings with CEO Franchise owners, Spa Managers & All Staff 2. Monthly management team meetings 	Franchise owners, Spa Managers & All Staff
Extra measures we are doing to keep clients safe?	<ol style="list-style-type: none"> 1. Provide hand washing facilities and make sure these are kept clean, properly stocked and in good working order; 2. Provide soap and alcohol-based hand sanitiser tissues and cleaning supplies; 3. Supply face masks and gloves to all staff 4. Promote good hygiene practices, e.g. display hand hygiene <u>posters</u>; 	Franchise owners, Spa Managers & All Staff and clients

	<ol style="list-style-type: none"> 5. Keep the workplace clean and hygienic. Regularly cleaning high-touch surfaces such as door handles to help prevent contamination; 6. Ensure appropriate sterilisation of relevant equipment between clients, where appropriate; and 7. Ensure all people entering premises have their temperature checked on arrival and sanitise their hands 8. Clients may request therapists to wear gloves and masks 9. Ensure staff and clients with any flu or cold symptoms stay home until they are recovered. 10. Provide disposable paper cups for beverages 10 Remove reading material from waiting areas 11 Sanitise all ipads after use 12 promote our Covid Safety Plan on our Website for access by staff and all clients 13 Provide a copy of the Covid 19 Safety Plan at reception 14 If someone becomes ill with respiratory symptoms at work, isolate them by placing them in a room or an area away from others; 15 We will arrange for the person to be sent home or access medical assistance; and 16 If a worker is confirmed to have COVID - 19, call 13HEALTH (13 43 25 84) for advice. Inform co-workers about possible exposure to a confirmed case of COVID -19 but maintain confidentiality. Advise workers to seek immediate medical advice if they develop symptoms or are concerned about their health. 	
Record keeping	Ensure we have up to date contact information for all staff and clients entering the Spas.	Spa Managers, Franchisee owners and all staff
Directions for staff	1. No one is to attend work if they are unwell in any way. Whilst we feel the risk of COVID - 19 is very low, this is more for people's mental well - being, and not causing unnecessary anxiety;	Spa Managers & Franchisee owners

2. Ensure staff are tested for Covid 1if displaying any symptoms
3. Sanitise hands on arrival
4. No staff member is to attend work if they have been in contact with anyone with COVID - 19 until they have a health clearance;
5. We strongly suggest everyone have the flu vaccination to further keep everyone safe from colds and flu this season;
6. Clean your hands regularly throughout the day with soap and water and alcohol-based hand sanitizer;
7. Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing, dispose of tissues immediately after use and wash your hands or apply hand sanitizer;
8. Avoid touching your face, nose and mouth and shaking hands;
9. Not congregate in groups of more than 10 in public areas;
Maintain social distancing in public areas; and
We ask everyone to refrain from your normal "hello hug".
10. On occasions where all staff are required for meetings 4 sq metres per person is applied
11. We ask you to have lunch outside as much as possible for the next few months;
12. Clients to the spa will be required to sign on their consultation form that they are not displaying any signs of flu, or COVID - 19 nor have been in contact with anyone displaying symptoms;
13. For the first couple of weeks, we will ask all staff to wear masks and gloves when performing treatments and in close contact; and
14. staff will ensure benches, handles etc. will have regular cleaning throughout the day
15. Ipads will be cleansed with disinfectant wipes after every use

	<p>17 Paper cups used throughout spas</p> <p>18 There will not be magazines in waiting room</p> <p>19 Paper forms not used whenever possible.</p>	
Directions for Clients	<p>Clients</p> <ol style="list-style-type: none"> 1. Clients are not to enter the spa if they are unwell or have COVID19 symptoms. We have the right to refuse service and must insist that anyone with these symptoms leaves the premises; 2. Verify on treatment plans each visit they are well and not displaying any signs of Covid19 3. Sanitise hands on arrival 4. Use tap and go, direct deposit or other contactless payment options and limit the use of cash transactions 5. Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings; 6. Maintain social distancing in public areas; and 7. Refrain from any unnecessary contact with products they are not purchasing and surfaces not applicable to their treatment. 8. Clients can access our Covid19 safety plan from our website and will be advised of the following requirements when booking: <ul style="list-style-type: none"> ● need to stay at home if unwell ● They will need to provide record keeping details ● Wash hands or use hand sanitiser on arrival ● Not bring friends or family to appointments 	Spa Managers & Franchisee owners
How we will manage psychosocial risks	<p>To manage stress from COVID-19 we will:</p> <ol style="list-style-type: none"> 1. regularly ask staff how they are going and if there are any work-related stressors that need to be addressed; 2. be well informed with information from official sources, regularly communicate with everyone and share relevant information as it comes to 	Spa Managers & Franchisee owners

	<p>hand;</p> <ol style="list-style-type: none"> 3. consult our staff on any risks to their psychological health and how these can be managed; 4. Managers are the point of contact to discuss their concerns and to find workplace information in a central place 5. inform everyone about their entitlements if they become unfit for work or have caring responsibilities; 6. proactively support staff who we identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home); <p>refer staff to appropriate channels to support mental health and wellbeing, such as employee assistance programs.</p>	
<p>Doctors - If anyone wish to visit a doctor, the nearest bulk – billing doctor is:</p>	<ol style="list-style-type: none"> 7. Will be posted on your individual staff facebook Page 	<p>Spa Managers, Franchisee owners</p>