



REDUCING COVID-19 TRANSMISSION – ENHANCED INFECTION CONTROL AND COVID-SAFE PROCEDURES

We follow standard infection control procedures even in normal circumstances but we have enhanced our procedures even further during COVID-19 to ensure your clinic and treatment room are as safe as possible.

- Clients and staff are advised not to attend the clinic and to get tested if they have any covid-19 symptoms.
- COVID-19 screening and non-contact temperature checks are conducted before appointments.
- Hand sanitiser is provided at reception and in the treatment room for all clients to use before/after treatments and/or before/after touching objects at reception. Handwashing and drying facilities are in the bathroom.
- Staff are encouraged to handwash or handrub regularly throughout the day and wear PPE when appropriate.
- Your Therapist thoroughly washes hands and arms before and after every massage with soap and water, following WHO How to Hand Wash Guidelines.
- Clients and staff are requested to abide by good respiratory hygiene/etiquette. Non-contact pedal bins are provided at reception and in the treatment room to allow for safe waste disposal.
- Your therapist wears a TGA approved, single use surgical face mask or N95 respirator during treatments. If determined by risk assessment/Qld Health advice, clients will also be required to wear suitable face masks.
- Clean linen is provided for every client for every massage. A clean apron is worn for each treatment to minimise cross-contamination from your therapist's clothing. Linen is laundered as per health regulations.
- All unnecessary soft fabric items eg pillow cases, fabric chairs etc have been removed.
- Face/hand massage has been suspended unless essential to minimise touching near eyes, nose, mouth.
- Abdominal massage has been suspended unless essential & other areas may be treated only in prone position (face down) or side lying, facing away from therapist when necessary to minimise time spent supine (face up).
- Massage table, bolsters, vinyl pillows, chairs and all frequently touched surfaces in the treatment room eg bench tops, door knobs, light switches, hand sanitiser & massage oil pumps are disinfected after every client. We use a hospital grade disinfectant with TGA approved labelling to kill viruses, including COVID-19.
- Other frequently touched surfaces throughout the clinic are also disinfected regularly throughout the day.
- Massage appointments have been spaced to allow for physical distancing, cleaning/disinfecting and ventilation of the treatment room between clients.
- Ventilation is assessed with a CO2 monitor. To the extent possible, we are minimising air conditioning in the treatment room and doors/windows are open to allow fresh air ventilation. A medical grade HEPA filter air purifier is used when necessary to mechanically ventilate the treatment room.
- Signage educating clients and staff about Covid-19 symptoms, how to HandRub/HandWash, to physically distance and other Covid-19 information are on display in the clinic and links and videos are on our website.
- Clients are encouraged to carefully assess their own risk for treatment, especially if in higher risk groups and to consider their essential need for massage and for longer appointments.
- Physical distancing is in place in the clinic and to the extent possible when in the treatment room.
- Perspex screens have been installed at reception as an additional barrier between clients and receptionists.
- We are minimising paperwork at reception as much as possible. Where possible, forms/information that need to be completed/confirmed are emailed or texted, prior to appointments. Hicaps have confirmed that health fund claims still need to be signed so bring your own pen. Contactless payments are preferred.
- Contract tracing information is collected in line with Government requirements.
- We follow Government advice and Health Directions and regularly update our procedures and policies in line with recommendations and risk assessments.
- We communicate, consult & collaborate with Inline Physio about Covid-19 procedures to the extent possible.
- Staff have completed the Federal Government "Infection Control Training – COVID-19" course.