



COVID SAFE PLAN for Upwey Psychology from 22 March 2020

1. PRACTICE ACCESS AND CLIENT FLOW

- Offering Telehealth appointments initially and in general.
- Offering In-Person appointments only if clinically indicated and where Telehealth is not suitable.
- 15 minute gap between appointments to limit client contact with other clients.
- Encourage/request use of hand sanitizer by verbal prompting to use when greeted at the door. Placing hand sanitizer by door so is available for use as clients enter.
- Verbally request clients cancel In-Person appointment or have Telehealth appointment if Covid style symptoms develop.

2. PHYSICAL DISTANCING

- Offering Telehealth appointments initially and in general.
- Surgical masks available and required for In-Person appointments unless clinically indicated.
- Observe 1.5m distance between client and the Psychologist during sessions for In-Person appointments.
- Observe density requirements and changes in density requirements as indicated by the Department of Health for Group Therapy Sessions. Offer Telehealth Appointments for Group Therapy members as is required.
- Verbally request clients cancel In-Person appointment or have Telehealth appointment if COVID type symptoms develop.

3. INFECTION-CONTROL TRAINING

- Completed Department of Health Infection Control Training - COVID 19 on 21 March 2020
- Monitor Department of Health and Australian Psychological Society updates on Infection Control Standards

4. USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Surgical masks worn in general by myself and the client unless the mask interferes with treatment, i.e. causes misunderstanding due to hearing or sight deficit or other impairment, e.g. increases anxiety etc.
- Client is asked to take their mask with them or dispose in bin with closed lid.
- Used masks are disposed of in bin with closed lid.

5. ENVIRONMENTAL CLEANING AND MANAGEMENT

- Clients are greeted at the door. The Psychologist opens and closes the entrance door and the door to the counselling room themselves, so client does not touch door knob. Opportunities for clients to touch the environment are minimised.
- Clients are prompted to use the hand sanitizer when they enter the premises.
- Receipts and payments are processed electronically and provided by email. This minimises touching receipts, money, payment cards, pens etc.
- Used tissues are placed in a closed lid bin with liner that is changed wearing disposable latex gloves or if unavailable, hands are thoroughly washed. Care is taken not to touch used tissues while changing the bin liner. Hands are washed afterwards.
- Clients are unable to use the toilet facilities onsite.

- The Psychologist washes their hands after each In-Person sessions; wipe door knobs with alcohol disinfectant and surfaces touched by clients.
- Medical grade air purifier is used in counselling room and group therapy area. Filter is changed every 4-6 months as per unit instructions.
- Room is vacuumed weekly or as needed.

6. RECORD KEEPING

- Records of all client attendance, both In-Person and Telehealth, are kept in 3 data bases with contact details. These are an online booking system, session spreadsheet record and online calendar.
- Appointments can be made and changed by the client using an online environment and booking system, i.e. via computer or mobile phone.

7. PRACTICE TEAM MANAGEMENT AND LIMITING INTERACTIONS IN CLOSED SPACES

- Psychologist is a Sole Practitioner
- Offering Telehealth appointments initially and in general.
- Offering In-Person appointments only if clinically indicated and where Telehealth is not suitable.

8. RESPONDING TO A POSITIVE CASE OR CLOSE CONTACT IN THE PRACTICE TEAM

- If the Psychologist has COVID symptoms and or tests positive to COVID, the Psychologist will immediately take leave from work to recover. If the Psychologist is able to continue working, they will cease all In-Person appointments until they receive a negative COVID test. The Psychologist will only offer Telehealth appointments until they receive a COVID negative test.
- Regarding being a close contact, the Psychologist will follow the current guidelines set by Health Department and closely monitor the changing requirements.
- They Psychologist will also observe the advice and requirements communicated by the Australian Psychological Society regarding being a close contact and or testing positive to COVID.