

Covid-19 Site Visit Procedure

This is the procedure for any therapist arriving and working on a client's work site to reduce the risk of Covid-19 transmission and infection. The following are steps that will help to keep the therapists workspace safe and protect the staff from Covid-19.

Vaccination status of therapists

All service agreements will have the vaccination status of your therapist clearly indicated.

Traffic Light System - update

In line with the new government Covid19 traffic light system, Please find below our updated onsite and service agreement procedures.

GREEN - Normal site massage service with therapist following the onsite hygiene procedures listed below.

ORANGE - On site service can resume in accordance with individual client company policy. Hygiene procedures will be in place as listed below and mask will be worn by therapist during service

RED - On site service can resume in accordance with individual client company policy. Hygiene procedures will be in place as listed below and mask will be worn by therapist during service

There is **no cancellation** fee applied to any level of the traffic light system, however during Green level, any service is cancelled, it must be cancelled 24hrs before the event or the minimum 2hr charge will apply.

New Zealand COVID-19 Protection Framework		Unite against COVID-19
<p>GREEN</p> <p>COVID-19 across New Zealand, including sporadic imported cases.</p> <p>Unmixed community transmission.</p> <p>COVID-19 hospitalizations are at an average level.</p> <p>What our health system is doing is keep and primary care, public health, and hospitals.</p>	<p>General settings</p> <ul style="list-style-type: none"> - Record keeping/learning required - Face covering mandatory on flights, enclosed in door - Public facilities - open <p>No limits if vaccination certificates are used for:</p> <ul style="list-style-type: none"> - Hospitality - Gatherings (e.g. weddings, places of worship, marae) <p>If vaccination certificates are not used, the following restrictions apply</p> <ul style="list-style-type: none"> - Hospitality - up to 100 people, based on 1m distancing, seated and separated - Gatherings (e.g. weddings, places of worship, marae) - up to 100 people, based on 1m distancing 	<p>Localised lockdowns will be used as part of the public health response in the new framework across all levels, and there may still be need to use wider lockdowns (similar to those used in Alert Level 3 or 4).</p> <p>Vaccination certificates requiring vaccination certificates will be optional for many locations. There are some higher-risk settings where they will be a requirement in order to open to the public. Some places won't be able to introduce vaccination requirements, to ensure everyone can access basic services, including supermarkets and pharmacies.</p> <ul style="list-style-type: none"> - Retail - open - Workplaces - open - Education (schools, TCE, tertiary) - open - Events (indoor/outdoor) - Close contact businesses - Specified outdoor community events - allowed - Gyms - Events (indoor/outdoor) - up to 100 people based on 1m distancing, seated and separated - Close contact businesses - face covering for staff, 1m distancing between customers
<p>ORANGE</p> <p>Increasing community transmission with increased pressure on health system.</p> <p>What our health system is doing is keeping and primary care, public health, and hospitals.</p> <p>Increasing risk to at-risk populations.</p>	<p>General settings</p> <ul style="list-style-type: none"> - Record keeping/learning required - Face covering mandatory on flights, public transport, taxis, retail, public venues, encouraged elsewhere <p>No limits if vaccination certificates are used for:</p> <ul style="list-style-type: none"> - Hospitality - Gatherings (e.g. weddings, places of worship, marae) <p>If vaccination certificates are not used, the following restrictions apply</p> <ul style="list-style-type: none"> - Hospitality - can be closed only - Gatherings (e.g. weddings, places of worship, marae) - up to 50 people, based on 1m distancing 	<ul style="list-style-type: none"> - Public facilities - open with capacity limits based on 1m distancing - Retail - open with capacity limits based on 1m distancing - Workplaces - open - Education - open with public health measures in place - Specified outdoor community events - allowed - Events (indoor/outdoor) - up to 100 people based on 1m distancing, seated and separated - Close contact businesses - face covering for staff, 1m distancing between customers - Close contact businesses, events (indoor/outdoor) and gyms are not able to operate
<p>RED</p> <p>Action needed to protect health system - system facing unsustainable number of hospitalizations.</p> <p>Action needed to protect at-risk populations.</p>	<p>General settings</p> <ul style="list-style-type: none"> - Record keeping/learning required - Face covering mandatory on flights, public transport, taxis, retail, public venues, recommended whenever leaving home <p>With vaccination certificates the following restrictions apply:</p> <ul style="list-style-type: none"> - Hospitality - up to 100 people, based on 1m distancing, seated and separated - Gatherings (e.g. weddings, places of worship, marae) - up to 100 people, based on 1m distancing <p>If vaccination certificates are not used, the following restrictions apply</p> <ul style="list-style-type: none"> - Hospitality - can be closed only - Gatherings (e.g. weddings, places of worship, marae) - up to 10 people 	<ul style="list-style-type: none"> - Public facilities - open with up to 100 people, based on 1m distancing - Retail - open with capacity limits based on 1m distancing - Workplaces - working from home encouraged - Education - schools and TCE open with public health measures and controls - Specified outdoor community events - allowed with capacity limits - Events (indoor/outdoor) - up to 100 people based on 1m distancing, seated and separated - Close contact businesses - public health requirements in place - Events (indoor/outdoor) - up to 100 people based on 1m distancing, seated and separated - Close contact businesses, events (indoor/outdoor) and gyms are not able to operate - Tertiary education - distance learning only

Limiting Therapists exposure

To limit the exposure of the therapist before entering your premises parking should be provided or will be charged. Therapists breaks will be charged for services over 3hrs, to ensure therapist stays on site during service time frame.

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Online booking system

It is strongly recommended that the online booking system is used for service, this negates paper being passed around office areas with possible cross contamination. Each staff member booked in using the online system will receive a SMS txt reminder of their session, this will help reduce waiting lines at the massage area.

Our booking schedule has all 4 government Covid19 questions for staff to check off and the copy of your booking schedule will be your onsite contact tracing document if needed by government departments in case of community out breaks or places of interest.

Arrival onsite

Before entering the site building use of gloves is highly recommended in all communal areas, high traffic areas, elevators, and stair wells. If signing into a building, use your own pen or keep gloves on when using site pen/stationary.

Set up of massage area

To ensure the highest form of hygiene is maintained please adhere to the following new procedures.

1. Wipe the door handle upon entry into your massage workspace
2. Sterilize all surface areas before setting up equipment
3. Gloves to be disposed of is used to open door
4. Wash or sterilize hands before first client session
5. Display new hygiene posters and meeting in progress poster on outside of door

Session hygiene between clients

6. Use fresh head cradle cover for all clients
7. Conduct client assessment as normal including new Covid-19 check sheet
8. Use draping cloth over shoulders as normal

Post client cleaning

9. Wash or sanitize hands after client has left massage treatment area
10. Removed used head cradle cover and put into storage bag
11. Wipe headrest, arm rest and seat of chair down between each session.
12. Wipe door handle down once client has left the massage room

Tea break/lunch break

1. Use gloves when leaving massage treatment room/area
2. Wash hands with fresh water if possible.
3. Wash massage room/area door handle upon return to workstation.

Massage treatment room/area

1. Pack all items to be disposed of in a separate bag
2. Wipe down massage chair before packing in carry bag
3. Use gloves when leaving massage treatment room/area

Multiple Clients in one day

In some cases, a therapist may visit more than one client in a day. To ensure we are not transferring Covid-19 between our clients we have the following advice for our therapists;

Due to the highly contagious nature of this virus, linen must be changed before entering a new worksite, no linen can be used in more than one site per day.

Where possible keep your common equipment and the linen separate while in transit, ensuring clean linen does not come into contact with anything that has been used or is unwashed.

When washing linen please ensure you use hot water and strong detergent if possible to ensure everything is safe and sanitary for the next client.

This will ensure we contain the possible spread of the virus, we are adhering to the highest possible hygiene standards and you are not putting yourself or the client at risk of cross contamination.

A Risk Assessment will be completed where a new health and safety hazard, risk or activity is identified (where not already listed in the Risk Register).

- This Risk Assessment must be led by the Director
- Workers will participate in the development of Risk Assessments where relevant to their roles
- The Risk Register must be updated with the outcomes of this Risk Assessment

Date of Risk Assessment	23/04/2020
Hazard/Risk Activity	Covid19 transmission within workplaces during massage sessions
Detailed description of the Work/Equipment	Onsite massage sessions with a company work place
Location	Main areas for work – Christchurch, Auckland and Wellington

1. Purpose of this assessment

This risk assessment has been conducted to highlight areas of concern for office staff and massage therapists due to transmission of Covid-19 (Sars-COV-2) Areas highlighted below will be of high risk transmission and controls put in place to limit this transmission between therapists and your staff.

2. Identify Hazards and Controls and Assess Residual Risk

Hazard	Initial Risk Score (Prior to controls - use the Risk Matrix)			Controls	Is Control Mandatory? Y/N	Residual Risk Score (Use the Risk Matrix)		
	Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Risk Rating
Use of door handles, Buttons or other high traffic contact surfaces	5	Contact surfaces are vectors for spreading the virus	VH	The below controls will be applied where this hazard is present. Protective gloves to be worn when entering workplaces and where possible in public. Hand sanitizer and hand washing where gloves can't be worn and after exposure to contact surfaces	Y	1	Limited risk of virus transmission with proper hygiene policy being applied.	L
Use of communal equipment, such as pens, notepads, phones	4	High traffic contact surface with little control or contact tracing. Vector for spreading the virus	H	Where possible gloves to be worn when working in communal or high traffic areas, Hand sanitizer and hand washing where gloves can't be worn and after exposure to contact surfaces	Y	1	Limited risk of virus transmission with proper hygiene policy being applied.	L

Hazard	Initial Risk Score (Prior to controls - use the Risk Matrix)			Controls	Is Control Mandatory? Y/N	Residual Risk Score (Use the Risk Matrix)		
	Likelihood	Consequence	Risk Rating			Likelihood	Consequence	Risk Rating
setup of massage equipment	5	Unknown cleaning routine of room, equipment has been used in other workplaces	H	Sanitise all equipment before first use, wash hands before and after setting up equipment. Dispose of any gloves worn when entering the building	Y	1	All equipment will be properly sanitised before introducing clients to the workspace	L
PreAppointment client contact	5	Client has been working at a workstation, can be a vector for bringing virus into the massage space	VH	Client will wash hands and remove any unnecessary clothing at workstation to reduce impact. Therapist will wash hands between sessions	Y	2	Reduction in possible virus transfer between client and therapist	M
Post appointment cleaning	5	Client has had contact with massage equipment and therapist	VH	Remove and dispose of head rest cover either in bin or in an isolated bag to be washed later. No reuse of unwashed covers is permitted. Head rest sanitised with wipes before fresh cover applied and the chair is wiped down with fresh wipe.	Y	2	Removal of contact surfaces and sanitization of any equipment between clients reduces risk	M
Between client cleaning	5	Therapist has come in contact with client	VH	Wash hands after each client according to guidelines where possible. Otherwise rub hands according to guidelines with alcohol hand sanitizer	Y	1	Proper hand cleaning will reduce risk between clients	L
Use a separate page if required								

			SEVERITY / CONSEQUENCES				
			1 Not significant	2 Minor	3 Moderate	4 Major	5 Catastrophic
			Discomfort, Pain or First Aid Injuries	Medical Treatment (eg. registered medical practitioner)	Restricted/ Alternative Duties or Lost Time Injuries or illnesses (not Notifiable)	Notifiable Injury/Illness or Incident - Serious Harm, Permanent Disability	One or more Fatalities
LIKELIHOOD	5 Almost certain	Often occurs / once a week	M	H	VH	VH	VH
	4 Likely	Could easily happen / once a month	M	M	H	VH	VH
	3 Good Possibility	Could happen, or known to happen / once a year	L	M	M	H	VH
	2 Slight possibility	Hasn't happened yet, but could happen / once every 10 years	L	L	M	H	H
	1 Highly unlikely	Conceivable but only in extreme circumstances / once in 100 years	L	L	L	M	H

3. New Hazard or Activity Identified

Can the Health and Safety risk introduced by this new hazard or activity be controlled to **tolerable levels** by applying the above controls?

Yes No

4. Risk Register Updated

The Risk Register has been updated to record the above details where new hazards and controls are identified.

Yes No

5. Communication

All relevant workers have been notified of the outcomes of this Risk Assessment.

Yes No

Approved

Names of Persons Completing the Risk Assessment

Nathan Brown

Signature

brown

Date

01/05/2020

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