



Guidance on how to prepare your COVIDSafe plan is available [here](#).

### Our COVIDSafe Plan

Business name:	Bellbird Dental Clinic
Site location:	164 Canterbury Road Blackburn South
Contact person:	Dr Zoe Skourides (Business owner)
Contact person phone:	0413 702 898
Date prepared:	07/08/2020

Guidance	Action to mitigate the introduction and spread of COVID-19
<b>Hygiene</b>	
<p><b>Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.</b></p>	<ul style="list-style-type: none"> <li>• Bellbird Dental Clinic have multiple hand sanitiser stations throughout the worksite, including a hand pump sanitiser upon immediate entry of the clinic, a sensor based hand sanitising station at the reception desk, hand sanitiser in the restroom, hand sanitiser in each treating room.</li> <li>• Bellbird Dental Clinic have ensured there is a rubbish bin available to dispose of paper towels in the bathroom where hand washing is required.</li> <li>• Bellbird Dental Clinic check that there are adequate supplies of soap and sanitiser at least three times a day, before the first patient, before lunch and mid afternoon.</li> <li>• Bellbird Dental Clinic have ensured staff have completed their hand hygiene certificate and that information on how to wash and sanitise their hands correctly is readily available. We also have a hand hygiene poster available for patients located in the bathroom above the sink.</li> </ul>
<p><b>Where possible: enhance airflow by opening windows and adjusting air conditioning.</b></p>	<ul style="list-style-type: none"> <li>• Before every patient we allow for the air conditioning split system in the treatment room to be turned on for airflow for at least 15 minutes with the door open. The air conditioning is turned off whilst treating the patient.</li> <li>• During lunch hour we open our front and back clinic door to allow for fresh air flow and open all available windows.</li> </ul>

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<p>In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.</p>	<ul style="list-style-type: none"> <li>• Bellbird Dental Clinic ensures all staff present to their shifts with surgical face coverings and that they wear a face covering for the entirety of their shift.</li> <li>• Bellbird Dental Clinic stagger lunch breaks to ensure that whilst unable to wear face coverings we are social distancing.</li> <li>• Personal protective equipment is readily available for all staff at all times and staff are aware of where they are located, along with knowing where they can find PPE if stock is running low.</li> <li>• Bellbird Dental Clinic keep thorough track of PPE stock and ensure staff are aware of how to order more PPE if back up stock is running low.</li> <li>• Monitoring use of face coverings in all staff, unless a lawful exception applies</li> </ul>
<p>Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).</p>	<ul style="list-style-type: none"> <li>• Spending adequate time educating staff on hand and cough hygiene, including how to wash and sanitise their hands correctly through physical demonstration, completing an online hand hygiene certificate</li> <li>• Reinforcing the importance of not attending work if unwell.</li> <li>• Ensuring appropriate information on the use of face coverings and PPE</li> <li>• Ensuring we have rubbish bins in every room for easy disposal of face coverings and surgical gloves, as well as having hand sanitiser available within a metre of the bins.</li> </ul> <p>Everyone in the workplace should practice good hygiene by:</p> <ul style="list-style-type: none"> <li>• regularly cleaning their hands with soap and water (minimum 20 seconds) or an alcohol-based hand rub (at least 60 per cent alcohol)</li> <li>• if hands are visibly dirty wash them with soap and water</li> <li>• always washing hands with soap and water: <ul style="list-style-type: none"> <li>◦ before eating</li> <li>◦ after visiting the toilet</li> <li>◦ after attending a public place</li> <li>◦ after coughing, sneezing or nose blowing</li> </ul> </li> <li>• covering their nose and mouth when coughing and sneezing, and disposing of used tissues immediately</li> <li>• keeping a distance of at least 1.5 metres between themselves and others</li> <li>• cleaning and disinfecting high touch surfaces regularly, such as phones, keyboards, door handles, light switches and bench tops</li> <li>• seeing a health care professional if they are unwell, and staying away from the workplace and other public places</li> </ul>
<p>Replace high-touch communal items with alternatives.</p>	<ul style="list-style-type: none"> <li>• Swapping shared coffee to using single serve coffee pods</li> <li>• Staff must bring their own coffee/drinking mugs/cutlery from home.</li> <li>• Rubbish bins are all contact less and lids are opened with foot pedals.</li> <li>• Sensor hand sanitiser available for staff and patients at the reception desk.</li> <li>• Provided three telephone sets so that there is no need for multiple workers to use the same headset</li> <li>• Each staff member has their own protective glasses, face shield, surgical gown</li> </ul>

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Cleaning	

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<p><b>Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).</b></p>	<ul style="list-style-type: none"> <li>• Door handles which are high-touch communal spots are covered with plastic sleeves and are disposed of after every patient.</li> <li>• Bellbird Dental Clinic have tried to limit high touch surfaces contacted by patients by opening the doors for them, ensuring patients have signed medical forms and consent forms from their cars on their own personal devices (therefore not needing to use communal pens/ clipboards/paper). All high touch surfaces unable to be removed from protocols are being wiped over with alcohol wipes between each patient.</li> <li>• We have provided a workplace cleaning schedule to staff members daily and have demonstrated how to use individual cleaning products</li> <li>• Regularly clean with disinfectant high-touch surfaces (at least twice daily) - including desks, doors and door handles, keyboards and lifts, including lift buttons and handrails.</li> <li>• Provide each employee with the provided 'cleaning safely COVID19 document' and go through cleaning protocols in detail with employees</li> <li>• Copy of ' Recipes to achieve a 1000 ppm (0.1%) bleach solution' graph given to employees</li> </ul> <table border="1" data-bbox="598 728 1490 828"> <thead> <tr> <th colspan="2">Original strength of bleach</th> <th colspan="2">Disinfectant recipe</th> <th colspan="2">Volume in standard 10L bucket</th> </tr> <tr> <th>%</th> <th>Parts per million</th> <th>Parts of bleach</th> <th>Parts of water</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10,000</td> <td>1</td> <td>9</td> <td>1000 mL</td> <td></td> </tr> </tbody> </table>	Original strength of bleach		Disinfectant recipe		Volume in standard 10L bucket		%	Parts per million	Parts of bleach	Parts of water			1	10,000	1	9	1000 mL	
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<p><b>Ensure adequate supplies of cleaning products, including detergent and disinfectant.</b></p>	<ul style="list-style-type: none"> <li>• Bellbird Dental Clinic have ensured we have a high stock of quality cleaning products readily available for staff to use</li> <li>• have a clear area dedicated for cleaning products</li> <li>• have ensured the available cleaning products are of a high recommended standard</li> <li>• monitor supplies of cleaning products daily and regularly restock</li> </ul>																		

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<b>Physical distancing and limiting workplace attendance</b>	
<p><b>Ensure that all staff that can and/or must work from home, do work from home.</b></p>	<ul style="list-style-type: none"> <li>• Bellbird Dental Clinic is compliant with Stage 4 restrictions in Metropolitan Melbourne and is only open for dental emergencies that cannot be postponed for six weeks.</li> <li>• Every staff member unable to work from home has been issued accurate 'Permitted Worker Permits'</li> <li>• Paperwork, social media advertising and Telehealth consults are able to be performed from home and all staff working from home have the required tools available to them.</li> <li>• Bellbird Dental Clinic will be daily assessing staff in attendance at the workplace to determine whether they are required to be there and will adjust as required.</li> <li>• Bellbird Dental Clinic will only be open with one dentist, one dental nurse and one dental receptionist at one time which is a 50% decrease in staff on site at a time</li> </ul>
<p><b>Establish a system that ensures staff members are not working across multiple settings/work sites.</b></p>	<ul style="list-style-type: none"> <li>• Communicate the requirement for workers not to work across multiple sites</li> <li>• Bellbird Dental Clinic have adjusted rosters to ensure workers do not work across multiple sites</li> <li>• Develop a form for workers to declare that they have not worked across multiple worksites. Employers must ensure that staff members are not working across other settings.</li> </ul>
<p><b>Establish a system to screen workers and visitors before accessing the workplace. Employers cannot require workers to work when unwell.</b></p>	<ul style="list-style-type: none"> <li>• Implemented temperature checking with the use of a contactless infrared thermometer for every patient upon entering clinic and for each staff member before their shift begins and again at lunchtime.</li> <li>• Asking workers to complete a verbal health questionnaire before starting their shift</li> <li>• Employees are aware they must not work when unwell. Workers must not attend their workplace if they are being tested for coronavirus and must notify employers if they are a positive case. Workers who test positive must not work.</li> </ul>
<p><b>Configure communal work areas and publicly accessible spaces so that:</b></p> <ul style="list-style-type: none"> <li>• there is no more than one worker per four square meters of enclosed workspace</li> <li>• workers are spaced at least 1.5m apart</li> <li>• there is no more than one member of the public per four square meters of publicly available space.</li> </ul>	<ul style="list-style-type: none"> <li>• Bellbird Dental Clinic has rearrange and removed furniture in common areas to ensure sufficient physical distancing</li> <li>• Staggered lunch breaks and staggered seating in staff room so staff are not facing one another on break</li> <li>• Bellbird Dental Clinic Complies with relevant density quotient and signage requirements in the Workplace Directions</li> <li>• patients are asked to wait in their car until they are called in by our receptionist, therefore there are only a maximum of 4 individuals (including a patient) in the clinic at one given time</li> <li>• The number of people allowed in shared staff spaces is limited to no more than density quotient allows (one person per four square meters).</li> <li>• Bellbird Dental clinic has installed a screen at the front reception desk</li> </ul>
<p><b>Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.</b></p>	<ul style="list-style-type: none"> <li>• Have identified areas that require floor markings ie kitchen and steri area to ensure there is social distancing of 1.5 meters at any given time</li> </ul>

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<p><b>Modify the alignment of workstations so that workers do not face one another.</b></p>	<ul style="list-style-type: none"> <li>Identify different workstations and employees are to keep to their work area to avoid breaking social distancing ie. receptionist stays in reception area, steri nurse keeps to steri room as much as possible, dental nurse keeps to dental surgery etc.</li> <li>Avoid indoor meetings and lunchrooms. Encourage online meetings.</li> </ul>
<p><b>Minimise the build up of workers waiting to enter and exit the workplace.</b></p>	<ul style="list-style-type: none"> <li>Bellbird Dental Clinic has allocated different doors for entry and exit with obvious signs</li> <li>Using an entry and exit system to the dental clinic that is as contactless as possible and quick to enter and exit</li> <li>We stagger start times to ensure employees do not arrive to work at the exact same time</li> <li>We ask patients to wait in their cars before entering to ensure the previous patient has left the building first to avoid a build up.</li> </ul>
<p><b>Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).</b></p>	<ul style="list-style-type: none"> <li>Develop and educate staff on strategies and work practice changes to maintain physical distancing ie one person at a time in the kitchen area, max 4 in lunch room</li> <li>Reinforce messaging to staff that physical distancing needs to be maintained during work and during social interactions. This includes wearing a surgical mask at all times</li> </ul>
<p><b>Review delivery protocols to limit contact between delivery drivers and staff.</b></p>	<ul style="list-style-type: none"> <li>contactless delivery by using back room door for deliveries with no contact with anyone else</li> <li>Display signage for delivery drivers.</li> <li>Identify designated drop off areas.</li> </ul>
<p><b>Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.</b></p>	<ul style="list-style-type: none"> <li>Bellbird Dental Clinic has staggered start and finish times, shifts and break times, to reduce usage of common areas at the same time</li> <li>Encourage staff to minimise time on breaks in shared facilities with others and to ensure they are keeping their 1.5 meter distance in break room</li> <li>Bellbird Dental Clinic has implemented cohorting of staff (during shift work). Ensure there is no contamination (mixing) of staff across different shifts. Same staff working together over the week during shifts.</li> </ul>
<p><b>Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the <a href="#">‘four square metre’ rule</a>.</b></p>	<ul style="list-style-type: none"> <li>Provide a clearly visible sign for customers and staff stating how many people are allowed in your premise</li> </ul>

Guidance	Action to ensure effective record keeping
Record keeping	

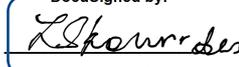
Guidance	Action to ensure effective record keeping
<p><b>Establish a process to record the attendance of workers, customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.</b></p>	<ul style="list-style-type: none"> <li>• Bellbird Dental Clinic has established a process to collect records from staff attendance (including patients, delivery drivers, maintenance), including areas of the workplace accessed during each shift or visit. Where possible, we have implemented a contactless system. Reception has a logbook which they are responsible for signing in and out every one who attends and therefore there is no cross over between pens</li> <li>• Have review processes to maintain up-to-date contact details for all staff and patient</li> <li>• Records are only to be used for tracing COVID-19 infections, and must be stored confidentially and securely (just as there dental files are)</li> </ul>
<p><b>Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).</b></p>	<ul style="list-style-type: none"> <li>• Bellbird dental clinic have educated staff on how to meet OHS requirements, including recording information about any incidents and are aware of where the OHS book is kept within the clinic.</li> <li>• To support contact tracing, some businesses, workplaces and premises must request that each person who attends the premise for more than 15 minutes (including staff) provide first name and phone number.</li> <li>• Businesses must keep a record of those details, and the date and time at which the person attended the facility. Where the patrons spend most of their time in a single space (i.e. a dining room, or a cinema), a record of the space used should also be kept. There is no need to keep multiple records if patrons move through multiple spaces. Records can be kept electronically or in hard copy. Records should be kept for 28 days.</li> <li>• Pens used to record details should be wiped with an alcohol wipe between users.</li> <li>• The record keeping requirement applies to all persons attending a facility or venue for longer than 15 minutes, which may include staff, customers, maintenance and delivery workers.</li> </ul>

Guidance	Action to prepare for your response
<p><b>Preparing your response to a suspected or confirmed COVID-19 case</b></p>	
<p><b>Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.</b></p>	<ul style="list-style-type: none"> <li>• All staff have been given copies and understand their job descriptions, roles and responsibilities.</li> <li>• We have prepared for absenteeism of staff members required to quarantine or isolate by having two groups of staff working on different days and therefore are available to cover for each other if required</li> <li>• As a dental clinic in stage 4, we will be open for dental emergencies only to be seen by a dentist. All dental that can be postponed will be rescheduled until after stage 4 restrictions have finished.</li> <li>• Bellbird Dental Clinic ensures we check each patients details are updated before their dental appointment. This includes their home address, email and phone number. We work with a computer appointment book which lists every one of our patients seen and the date in which they were seen. We will also have a logbook of any patient, delivery person etc that enters the building for more than 15 minutes recorded</li> <li>• Bellbird Dental Clinic will record within a logbook customers, suppliers, stakeholders in the event of a positive case and will therefore be able to contact them in case of a positive case.</li> <li>• Ensuring we at all times have adequate perishable stock available in order to continue being open.</li> </ul>

Guidance	Action to prepare for your response
<p><b>Prepare to identify close contacts and providing staff and visitor records to support contact tracing.</b></p>	<ul style="list-style-type: none"> <li>• report any positive cases of coronavirus (COVID-19) to DHHS, Worksafe, Health and Safety Representatives, and notify your workforce</li> <li>• The logbook, patient appointment book and staff roster will be ready, accurate and available to provide records to DHHS and to be able to contact relevant staff members</li> <li>• DHHS must be notified to report on actions taken, to share the risk assessment as to closure of the work premises and to provide close contact details.</li> <li>• Employers must comply with any further directions from DHHS as to further closure or cleaning.</li> <li>• The employer/manager will prepare records from the period commencing 48 hours prior to the onset of symptoms in the suspected case that include all rosters and worker details, along with customers, clients, visitors and workplace inspectors. This will assist in contact tracing should be worker test positive.</li> <li>• For a positive case, records will be requested from the period commencing 48 hours prior to the onset of symptoms or 48 hours prior to the positive test if asymptomatic.</li> </ul>
<p><b>Prepare to assess whether the workplace or parts of the workplace must be closed. Prepare to undertake cleaning and disinfection at your business premises.</b></p>	<ul style="list-style-type: none"> <li>• Where a case is confirmed to have been in the workplace, cleaning must be undertaken in accordance with DHHS guidance. Employers must undertake a risk assessment to determine whether the worksite (or part of the worksite) should be closed.</li> <li>• Where a suspected case is present at the workplace in the 48 hours prior to the onset of symptoms or while symptomatic, employers must take all practicable steps to manage the risks posed by the suspected case, including cleaning the affected worker's workspace, areas where they attended and high-touch surfaces.</li> <li>• Where a work premises has three or more suspected cases in a five-day period a risk assessment around the need to vacate the work premises is required.</li> </ul>
<p><b>Prepare for how you will manage a suspected or confirmed case in a worker during work hours.</b></p>	<ul style="list-style-type: none"> <li>• A worker suspected to have COVID-19 is to be supported to travel home immediately OR to isolate at work if unable to travel home immediately. At Bellbird Dental, the staff room is located at the back of the building which is isolated from the rest of the building. It also has an exit door that leads directly to the carpark.</li> <li>• If isolating at work, the worker must wear a mask and be physically distancing from all other staff persons. An employer must advise the worker to undergo a COVID-19 test and self-quarantine.</li> </ul>
<p><b>Prepare to notify workers and site visitors (including close contacts)</b></p>	<ul style="list-style-type: none"> <li>• For a confirmed case, employers must inform staff, customers, clients, visitors and workplace inspectors who are close contacts and direct them to stay in self-isolation (ahead of the DHHS contact tracing process).</li> <li>• For all suspected or confirmed cases, employers must inform all workers at the workplace (including the Health and Safety Representative) to be vigilant about the onset of COVID-19 symptoms, and to self-isolate at symptom onset and be tested as soon as reasonably practicable.</li> <li>• All workers at the work premises must be notified if there is a confirmed case.</li> </ul>

Guidance	Action to prepare for your response
<p><b>Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.</b></p>	<ul style="list-style-type: none"> <li>• Employers must immediately notify WorkSafe of a confirmed case: Immediately calling the mandatory incident notification hotline, and providing formal written notification within 48 hours.</li> <li>• Employers must comply with any directions from DHHS and WorkSafe as to closure or cleaning</li> </ul>
<p><b>Prepare to re-open your workplace once agreed by DHHS and notify workers they can return to work.</b></p>	<ul style="list-style-type: none"> <li>•Employers may reopen the worksite once they have assessed that all required measures within the directions have been completed (unless in a high-risk workplace setting).</li> <li>•You must seek approval from DHHS to open the workplace once you have complied with all the requirements under the directions</li> <li>•WorkSafe must be notified that the workplace is reopening.</li> </ul>

I acknowledge I understand my responsibilities and have implemented this COVIDSafe plan in the workplace.

DocuSigned by:  
 Signed   
 BB066DF75F72449...

Name Dr Zoe Skourides

Date 07/08/2020