

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**

## Your COVID-19 Safety Plan

### Other businesses and organisations

#### Business details

Business name	Hound Health
Business location (town, suburb or postcode)	48 Bennett Street, Bondi
Completed by	Annika Le Rade
Email address	<a href="mailto:annika@houndhealth.com.au">annika@houndhealth.com.au</a>
Effective date	7 December 2020
Date completed	5 January 2021

---

#### Wellbeing of staff and customers

##### Exclude staff, visitors and customers who are unwell.

All customers are contacted to confirm their appointment prior to their scheduled time, during this conversation, they are informed of our COVID-safe practices and also strongly encouraged to keep their distance and get tested if any minor symptoms are present. Customers are also reassured of our cleaning and safety precautions for peace of mind.

##### Provide staff with information and training on COVID-19, including when to get

### **tested, physical distancing, wearing masks, and cleaning.**

Not applicable – I am the sole owner and operator of the business. I regularly clean the premises, facilities with disinfectant and wear a mask in face-to-face, indoor environments.

### **Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Not applicable – I am the sole owner and operator of the business

### **Display conditions of entry for any customers or visitors (website, social media, entry points).**

Dogs visiting the rehabilitation centre will be met with their owners outside, our own lead will be applied to the dog in an outdoor, contactless manner and the owner will be invited to wait outside or pick-up their dog upon session completion regardless of symptoms.

Should customers wish to observe the rehabilitation session, they are able to do so through the adjoining, eye-level window or sign in via the QR Code currently implemented on our website.

---

## **Physical distancing**

There are a number of businesses where there are restrictions on patron numbers and the space required to have that number of people; check if there are any restrictions on your business by visiting the NSW Government website.

If your business does not have any restrictions, consider what measures could be put in place to avoid crowding and support physical distancing, good hand hygiene, and mask wearing where practicable and appropriate to the setting.

All appointments are 1-to-1 and as mentioned above, I regularly clean the premises, facilities with disinfectant and wear a mask in face-to-face, indoor environments.

**Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent and**

**disinfectant between use.**

Not applicable – I am the sole owner and operator of the business and regularly clean the premises, facilities with disinfectant and wear a mask in face-to-face, indoor environments.

**Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing.**

I am the sole owner and operator of the business, =all appointments are 1-to-1 and as mentioned above, I regularly clean the premises, facilities with disinfectant and wear a mask in face-to-face, indoor environments.

As above, I regularly clean the premises, facilities with disinfectant and wear a mask in face-to-face, indoor environments.

**Use flexible working arrangements where possible, such as working from home, or early and late shifts to reduce peak periods.**

Not applicable – I am the sole owner and operator of the business.

**Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.**

As mentioned above:

Dogs visiting the rehabilitation centre will be met with their owners outside, our own lead will be applied to the dog in an outdoor, contactless manner and the owner will be invited to wait outside or pick-up their dog upon session completion regardless of symptoms.

Should customers wish to observe the rehabilitation session, they are able to do so through the adjoining, eye-level window or sign in via the QR Code currently implemented on our website.

**Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks). If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.**

As mentioned above:

Dogs visiting the rehabilitation centre will be met with their owners outside, our own lead will be applied to the dog in an outdoor, contactless manner and the owner will be invited to wait outside or pick-up their dog upon session completion regardless of symptoms.

Should customers wish to observe the rehabilitation session, they are able to do so through the adjoining, eye-level window or sign in via the QR Code currently implemented on our website.

**Use telephone or video for essential meetings where practical.**

Not applicable

**Review regular deliveries and request contactless delivery and invoicing where practical.**

Not applicable

**Consider signage near crowding points such as lifts and passenger travelators directing customers and workers to maintain 1.5 metres physical distancing wherever practical.**

Not applicable

If staff or workers need to travel together in the same vehicle:

- **encourage passengers and drivers to spread out, using front and back seats**
- **workers should only handle their own tools and bags where possible**
- **have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant**
- **encourage workers to set the air-conditioning to external airflow rather than recirculation or open windows.**

Not applicable – I am the sole owner and operator of the business.

**Have strategies in place to manage gatherings that may occur immediately outside the premises, or in meeting or break rooms.**

I am the sole owner and operator of the business with no more than 1 customer on site at a given time with regular intervals between appointments to allow for cleaning, which also minimises customer-to-customer contact

## Hygiene and cleaning

**Provide hand sanitiser at multiple locations throughout the workplace.**

Hand sanitiser is available on premises for customers.

**Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.**

Disinfectant, surface spray and surface wipes are regularly used to clean & sanitise between appointments.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers,, and have posters with instructions on how to wash hands.**

Not applicable

**Clean frequently used areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.**

All appointments are 1-to-1 and as mentioned above, I regularly clean the premises, facilities with disinfectant and wear a mask in face-to-face, indoor environments.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturer's instructions.**

Water in hydrotherapy tub is managed with the antibacterial chemical, as well as bleach, detol spray and JIF being regularly used to clean facilities.

**Staff should wash hands thoroughly with soap and water before and after cleaning.**

Hands washed regularly throughout the day in addition to sanitising before and after cleaning.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Window to the small room is constantly open as well as the front door to the premises to allow for sufficient airflow.

## Record keeping

Keep a record of the name, contact number and entry time for all staff, visitors and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

*Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.*

QR Code & form currently implemented on our website with a database of contact details with timestamps, in addition to appointment times recorded on our digital appointments system, Square.

**Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of [nsw.gov.au](https://nsw.gov.au)**

Records are secure and used for the sole purpose of COVID contact tracing as required.

**Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.**

I have downloaded the COVIDSafe App as well as the Service NSW app to assist with tracing.

**Workplaces should consider registering their business through [nsw.gov.au](https://nsw.gov.au)**

Registered

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

SafeWork will be notified as required

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes