



Milk Medi Spa

Work health and safety plan for COVID-19

This plan outlines our commitment to providing a safe and healthy work environment for all employees, clients, and visitors.

What are the symptoms?

The symptoms of Coronavirus range from a mild cough to pneumonia and in severe cases can lead to death. People who have coronavirus typically experience some or all of the following symptoms:

- Fever;
- Flu - like symptoms such as cough, sore throat and fatigue; and
- Shortness of breath.

It is important to seek immediate medical advice if the illness quickly becomes worse or if any of the following symptoms occurs:

- Shortness of breath;
- Chest pain;
- Confusion or sudden dizziness;
- Persistent vomiting.

How is it spread?

Coronavirus is spread from person-to-person through:

- Close contact with an infected person;
- Contact with droplets from an infected person's cough or sneeze; and
- Touching surfaces or objects (like doorknobs and tables) that have cough or sneeze droplets from an infected person and then touching your mouth or face.

What can be done to stop the spread of coronavirus?

Everyone should practice good hygiene to protect against infections. Good hygiene includes:

- Washing hands with soap and water for 20 seconds;
- Using a tissue and cover your mouth when you cough or sneeze;
- Avoid touching your face
- Avoiding close contact with others, such as touching and shaking hands.
- Regularly disinfection hands
- Not attending work if you show any signs of a cold or flu
- Not attending work if you have had any contact with an infected person

Reporting and Notification of COVID19

- If there is a confirmed or probable diagnosis of COVID-19 infection in a person who is part of our workplace, NSW Health will be notified by the medical professional who confirms the diagnosis and the laboratory that completed the test.

Workers' responsibilities in relation to COVID-19

- Workers have a duty to take reasonable care for their own health and safety and the health and safety of other persons in the workplace.
- What does a worker do if they test positive for COVID-19?
 - NSW Health will contact you if you have a positive test for COVID-19. You must self-isolate and follow the instructions of health authorities. You should inform your supervisor of your diagnosis and you must not attend work.

- NSW Health will contact your employer, if required, for the purpose of contact tracing and will advise on what actions are required to protect other workers who may have had close contact with you.
- When can a worker return to work if they have COVID-19?
 - Your health care provider will advise you when you are no longer infectious and can return to work.

What should a worker do if they have had close contact with someone who has tested positive for COVID-19?

- NSW Health will undertake contact tracing. This involves identifying people who have had close contact with someone with confirmed COVID-19 infection. If you are considered a close contact, you will be directed to self-quarantine and will also be provided with information to prevent the further spread of infection.
- People who are not close contacts do not have to go into quarantine but should be alert to the signs and symptoms of COVID-19, monitor their health and continue to practice recommended social distancing and hygiene measures.

When can a worker return to work after self-quarantine?

- If you have self-quarantined for 14 days without any symptoms, you can return to work. If you need a medical certificate you should see your GP. If you have tested negative for COVID-19 during this period, you must remain in quarantine for the full 14 days. You should seek medical attention immediately if you develop symptoms while in self-quarantine.

What happens if a worker develops symptoms while they are in self-quarantine?

- If you develop symptoms while you are in self-quarantine, you should seek medical attention immediately from your GP or a COVID-19 clinic. Call ahead to let the doctor or clinic know you are under quarantine so they can prepare for your arrival. If you are tested for COVID-19, you must remain in quarantine while waiting for the test results. If your test comes back negative, you are still required to complete the rest of your quarantine period. If you test positive for COVID-19 infection you will be required to self-isolate.

<p>Checks and preparation, we have done for reopening of the business.</p>	<p>We will:</p> <ol style="list-style-type: none"> 1. Review infection prevention and control policies and procedures which include actively promoting social distancing, good hand and respiratory hygiene, and increased cleaning of common areas, frequently touched surfaces and shared workstations within the spa environment. 2. Implement a safe system of work consistent with directions and advice provided by health authorities. 3. Monitor the covid-19 situation as it develops, relying on information from authoritative sources such as health authorities. 4. Check condition of equipment and facilities, condition of perishable items, staff training. 5. Ensured staff have completed COVID 19 Infection control training. 6. Encourage all staff to get vaccinated for winter flu season. 7. Ensure we have adequate supplies of hand sanitiser, disinfectant wipes, paper towels, soap, gloves and masks. 8. Ensure all premises have a thorough clean before opening. 10. Ensure COVID-19 safety signs on each reception desk and on door prior to entering.
<p>How we are complying with social distancing requirements?</p>	<p>We will:</p> <ol style="list-style-type: none"> 1. Ensure all people entering the premises have filled and returned their COVID-19 declaration form prior to arrival, and sanitise their hands, on arrival. 2. Maintain social distancing in reception and waiting room areas. 3. Limit cash transactions, encourage use of contactless payment options. 4. Place signs at entry points to instruct customers not to enter the shop if they are unwell or have COVID-19 symptoms. The sign will state that MILLK has the right to refuse services and must insist that anyone with these symptoms leave the premises. 5. Implement measures to restrict number within the premises, including maintaining a maximum number of 10 people at any one time, in addition to staff. Ensuring distance of 4 square metres per person. 6. Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 meters distance between persons for queues and waiting areas. 7. Remove waiting area seating or space seating at least 1.5 meters apart.
<p>How we are complying with hygiene and cleaning requirements?</p>	<p>We have:</p> <ol style="list-style-type: none"> 1. Hand washing facilities or alcohol-based hand sanitiser at entry and exit points, bathroom and all treatment rooms. 2. Signs posted regarding practicing of proper hygiene and hand washing. 3. Scheduling appointments/bookings to allow for sufficient cleaning time. 4. Clients and staff are required to wear shoes between treatments. No one must be barefoot. 5. Reduce the sharing of equipment and tools and remove books, magazines and leaflets from waiting areas. 6. Increase our cleaning schedule to incorporate more frequent cleaning of touched areas and surfaces to a minimum of once per hour. This is performed with detergent and disinfectant, including shared equipment, tools, EFTPOS equipment, tables, counter tops, sinks and door handles. 7. Ensure that any surfaces used by clients must also be cleaned between appointments. Employing appropriate sterilisation of relevant equipment between clients and allowing sufficient time is kept between appointments to enable this task. 8. If the Spa has a case of COVID-19 the premises will be closed immediately and will be sanitised by a professional cleaner with the appropriate equipment. All affected clients will be notified.
<p>How we are managing deliveries, contractors and visitors attending the workplace?</p>	<p>We have:</p> <ol style="list-style-type: none"> 1. Arranged a drop off point for deliveries. 2. Contractors or visitors who need to come to the shop will need to text their details so that Millk can retain a record.

How we are reviewing and monitoring work health and safety compliance?	<p>We review:</p> <ol style="list-style-type: none"> 1. Regular reviews of systems of work to ensure that they are consistent with current directions and advice provided by health authorities. 2. Monthly team meetings.
Extra measures we are doing to keep clients safe?	<p>We will:</p> <ol style="list-style-type: none"> 1. Provide hand washing facilities and make sure these are kept clean, properly stocked and in good working order. 2. Provide soap and alcohol-based hand sanitiser, tissues and cleaning supplies. 3. Supply face masks and gloves to all staff. 4. Promote good hygiene practices, e.g. display hand hygiene posters. 5. Keep the workplace clean and hygienic by regularly cleaning high-touch surfaces such as door handles to help prevent contamination. 6. Ensure appropriate sterilisation of relevant equipment between clients, where appropriate. 7. Ensure all people entering premises have sanitised their hands. 8. Ensure staff, and clients with any flu or cold symptoms stay home until they are recovered. 9. Provide disposable paper cups for beverages. 10. Remove reading material from waiting areas. 11. Sanitise all iPads after use. 12. Display our COVID-19 safety plan on our website for access by staff and clients. 13. Display a copy of our COVID-19 safety plan at reception. 14. If someone becomes ill with respiratory symptoms at work, isolate them by placing them in a room or an area away from others. 15. We will arrange for the person to be sent home or access medical assistance. 16. If a worker is confirmed to have COVID-19, call 13HEALTH (13 43 25 84) for advice. Inform co-workers about possible exposure to a confirmed case of COVID -19 but maintain confidentiality. Advise workers to seek immediate medical advice if they develop symptoms or are concerned about their health.
Record keeping	<p>We will:</p> <ol style="list-style-type: none"> 1. Ensure we have up to date contact information for all staff, and clients entering the spa. 2. Contact information will be kept for everyone wanting to enter MILLK, consisting of clients, staff and contractors, including details such as name, address and mobile phone number for a period of at least 28 days. 3. Ensure records are used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely.
Directions for staff	<p>Staff agree to:</p> <ol style="list-style-type: none"> 1. No one is to attend work if they are unwell in any way. 2. Staff are to be tested for COVID-19 if displaying any symptoms. 3. Sanitise hands on arrival, after breaks and between clients. 4. No staff member is to attend work if they have been in contact with anyone with COVID-19 until they have a health clearance in the form of a medical certificate. 5. We strongly suggest everyone has the flu vaccination to minimise illness. 6. Clean your hands regularly throughout the day with soap and water and alcohol-based hand sanitiser. 7. Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing, dispose of tissues immediately after use and wash your hands or apply hand sanitiser. 8. Avoid touching your face, nose and mouth and shaking hands. 9. Strictly one staff member is to be in the reception area at a time (this will slow things down a little, but people will understand). 10. Maintain social distancing in public areas.

	<ol style="list-style-type: none"> 11. On occasions where all staff are required for meetings 4sq metres per person is applied. 12. Clients attending the spa will be required to sign on their consultation form that they are not displaying any signs of flu, or COVID-19 nor have been in contact with anyone displaying symptoms. 13. Staff will ensure benches, handles etc. will have regular cleaning throughout the day. 14. iPads will be cleaned with disinfectant wipes after every use; 15. Disposable cups will used throughout the clinic or staff may use their own cups/bottles; 16. Paper forms not used whenever possible.
Directions for Clients	<p>Clients agree to:</p> <ol style="list-style-type: none"> 1. They are not to enter the clinic if they are unwell or have COVID-19 symptoms. We have the right to refuse service and must insist that anyone with these symptoms leaves the premises. 2. Verify on each visit they are well and not displaying any signs of COVID19. 3. Sanitise hands on arrival. 4. Use tap and go payment where possible and try to limit the use of cash transactions. 5. Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings. 6. Maintain social distancing in public areas. 7. Refrain from any unnecessary contact with products they are not purchasing and surfaces not applicable to their treatment. <p>Clients can access our COVID-19 safety plan from our website and will be advised of the following requirements when booking:</p> <ul style="list-style-type: none"> ● Need to stay at home if unwell. ● They will need to provide record keeping details. ● Wash hands or use hand sanitiser on arrival. ● Not bring friends or family to appointments.
How we will manage psychosocial risks	<p>To manage stress from COVID-19 we will:</p> <ol style="list-style-type: none"> 1. Regularly ask staff how they are going and if there are any work-related stressors that need to be addressed. 2. Be well informed with information from official sources, regularly communicate with everyone and share relevant information as it comes to hand. 3. Consult our staff on any risks to their psychological health and how these can be managed. 4. The spa Manager is the point of contact to discuss their concerns and to find workplace information in a central place. 5. Inform everyone about their entitlements if they become unfit for work or have caring responsibilities. 6. Proactively support staff who we identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home). 7. Refer staff to appropriate channels to support mental health and wellbeing, such as employee assistance programs.
Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 201 Signature & date:	<p>Simon Barnes</p> <p>25th May 2020</p>

Business Name: MILLK Medi Spa Pty. Ltd.

Proprietor/Owner: Simon Barnes and Peter Laburn

Business Contact Details:

Address: 1/177 Oxford Street, Darlinghurst NSW 2010

Phone: (02) 8354 0318

Email: sydney@millk.com.au

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