

MNZ Health & Hygiene Brief - Preparation for Returning to Work

In preparation for working at Level 2, the following tasks need to be actioned prior to, during and after contact with clients.

Screening	Minimum MoH and MNZ Expectation	Considerations for further measures
Ask these questions the day before and again on arrival	<p>1. Have they had COVID-19? For a person to be recovered from COVID-19, they must meet the following criteria: It must have been at least 10 days since the onset of their symptoms. After the 10 days, they need to have been clear of all symptoms for 48 hours.</p>	<p>Length of time since last symptoms? Consider longer than 48-hour symptom free stand down? Do they have any ongoing health issues related to COVID-19?</p>
	<p>2. Have they been in contact with a diagnosed COVID-19 case or someone directly in contact with a confirmed case? They are required to self-isolate for 14 days.</p>	<p>Consider the stand down period.</p>
	<p>3. Do they have any of the following Symptoms? cough, sore throat, shortness of breath, running nose (coryza), loss of smell (anosmia), with or without fever? If yes, no entry to clinic/no treatment, refer to GP or Healthline.</p>	<p>See list of 'symptoms' at end of table.</p>
	<p>4. Have they been in contact with anyone with the following Symptoms? cough, sore throat, shortness of breath, running nose (coryza), loss of smell (anosmia), with or without fever? If yes, no entry to clinic/no treatment, refer to GP or Healthline.</p>	<p>See list of 'symptoms' at end of table.</p>
	<p>5. Are they a High-Risk Individual? If yes, question further if the treatment is necessary. Caution is required.</p>	<p>See 'High Risk' definition at end of table. Consider if they are fit and healthy but over 70 years of age. Consider the use of face masks. Do they have a high-risk individual living with them or in close contact?</p>
	<p>6. Have they travelled recently? Those returning from overseas need to self-isolate for 14 days.</p>	<p>Consider also, if they have travelled outside of clinic local region and/or near existing clusters. Consider the stand down period.</p>
	<p>Brief on how things have changed in the clinic and any protocol the Client will need to adhere to.</p>	<p>Email information before appointment. Verbal reminder on arrival. Consider signage.</p>

	Client History Form.	Is this up to date? Any previous conditions of concern? Are contact details correct? Changes recorded by therapist to reduce contact points.
		Consider Temperature on arrival using non-contact thermometer or client self-reports own temperature.
Environment	Minimum	Considerations
	Adequate Health and Safety Signage. MNZ recommend a minimum of the COVID-19 entry reminder notice at entrance.	COVID-19 specific signage, hand washing signage, physical distancing signage and markers. See link to COVID-19 signage at the end of table.
	Clinic Entrance and Physical Distancing Rules.	Does the clinic have shared access with another business? Is there a carpark where clients can wait? One in, one out protocol? Time between appointments to stop client to client contact and cleaning etc?
	Reduce surfaces that can be touched. Minimal plastic (easily sanitised) chairs and no magazines, toys, flyers etc in waiting room.	Consider closing off waiting room completely. Client to wait in their car or outside till allowed entry. Equipment and items in the clinic should be kept to a minimum to reduce contact opportunity. Consider a receptacle for client clothing to be held in during the treatment either disposable or sanitisable.
	Touchless Rubbish Bins available for use.	
	Contactless payment or sanitise eftpos machine after each use.	Paywave, invoice, internet banking. Alternative is sanitising eftpos machine.
	Cleaning all surfaces that have been in contact with each client after each appointment.	Cleaning schedule. More frequent cleaning. Include all surfaces not just those that were touched. Time between appointments to allow extra hygiene processes.
Hygiene & Sanitisation	Minimum	Considerations
	Therapist to wash hands before and after clients. Soap and water for minimum 20 sec include hands, wrist, forearms and up to elbows.	Therapist to wash hands more regularly. Client to wash hands before entering treatment room.
	Hand sanitiser available.	Reception, waiting room, toilets, treatment room, other public areas.
	All linen to be laundered after single use. Washing machine and detergent to wash thoroughly with the warmest temperature recommended on the	Disposable face cradle covers, table roll etc. Reducing linen.

	item's label. After washing ensure linen is completely dry before use.	
	Cough and sneeze etiquette.	Tissues available. Signage on how to cough/sneeze into ones elbow.
	Physical Distancing Rules of 2m apply before hands on treatment e.g. arrival, departure, payment, rebooking.	Consider prone and side-lying options instead of supine to reduce exposure to droplets. Consider if appropriate to do face and hand massage. Refrain from intra-oral work. Consider PPE use if available – mask, goggles, apron, gloves.
	Cleaning all surfaces that have been in contact with each client.	Cleaning schedule. More frequent cleaning. Include all surfaces not just those that were touched. Time between appointments to allow extra hygiene process?
Employees	Minimum	Considerations
	Have they had COVID-19? Stand down – not to come to work.	Clearance to return to work. Ongoing health issues?
	Do they have Symptoms? Stand down – not to come to work.	Clearance to return to work.
	Are they a High-Risk Individual?	Are they willing and able to work?
	Have they travelled recently? Those returning from overseas need to self-isolate for 14 days.	Clearance to return to work.
	Have they been in contact with a diagnosed COVID-19 case or someone directly in contact with a confirmed case? Stand down – not to come to work.	Clearance to return to work.
	Education on new procedures.	Online training. Reading/resource material. Are they comfortable and competent with the new procedures?
	Register of all Staff and any others (courier/contractors etc) who have been in the Clinic for Contact Tracing.	It is also important to store the information safely after closing time, such as in a locked cabinet. When there is no longer a need to keep the information, make sure it is disposed of securely. Consider the need to have a separate register as online booking systems, rosters etc may have this information.
Work Safety Planning	Minimum	Considerations
PPE	Hand washing is preferred over the use of gloves. Masks are optional. MoH states that therapist 'may', not 'must' wear a mask. If therapist and client are thoroughly screened and not deemed COVID-19	If it'll be more comfortable for client or therapist then offer a mask. Evidence does not recommend if both individuals are COVID-19 negative that a mask is of use. Consider Apron, Goggles if client or therapist is anxious.

	probable or positive then evidence says it's not necessary.	Consider if there is a shortage of PPE. Frontline medical staff should have first access to PPE.
Ventilation	Ensure good ventilation in treatment room.	Employers should ensure air conditioning systems are well maintained. It is advisable that air conditioning systems do not re-circulate air and are vented to the outside as much as possible. If the workplace does not have an air conditioning system, open windows regularly to get fresh air circulating.
Contact Tracing and Privacy	Minimum	Considerations
	MoH require name, address, phone number and email address of every individual who comes into the clinic including staff, clients and others.	Therapist to enter client details in the register so that clients cannot see anyone else's information. This also reduces another touch point. It is also important to store the information safely after closing time, such as in a locked cabinet. When there is no longer a need to keep the information, make sure it is disposed of securely. Consider the need to have a separate register as online booking systems hold this information.

Cleaning

Refer to MoH Website information.

Recommended cleaning product should be a 2-in-1 product (containing both cleaning and disinfectant properties) to increase efficiency. Any hospital grade detergent/disinfectant products are suitable for cleaning following a suspected, probable or confirmed case of COVID-19.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/general-cleaning-information-following-suspected-probable-or-confirmed-case-covid-19>

Also, COVID-19 website (<https://covid19.govt.nz/covid-19/how-were-uniting/cleaning-surfaces/>) refers to this article. Good disinfectants to look out for are things that contain hypochlorite (which is the main active ingredient in bleach) or activated hydrogen peroxide (0.5%). Others may contain benzalkonium chloride, though some studies have shown this is less effective against coronaviruses. You could also just use conventional bleach (at 0.1-0.2% available chlorine – check the back of your bottle) in water. Or you could just use alcohol. Ethanol is best. Isopropyl alcohol is good too. Methylated spirits is not as good but better than nothing - <https://thespinoff.co.nz/science/07-03-2020/how-to-get-rid-of-covid-19-from-surfaces-the-right-way/>

Contact Tracing and Privacy

The need to “Implement a COVID-19 guest register”, which has obvious privacy implications. The register must include for each client:

- date

- time
- full name
- address
- phone
- email address

The guidance requires that the details should be kept for four weeks, and specifies that it will only be used for the purpose of contact tracing at the request of the Ministry of Health or local district health boards. Complying with the Privacy Act will also be important.

https://www.privacy.org.nz/blog/privacy-and-covid-19-hospitality-establishment-guest-registers/?fbclid=IwAR0qh2BIEnvGENppWtMYRDmZOtMhe_FQHCFi20ZSDfOliJVO8ZmbPNY-QJU

<https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/our-expectations-about-contact-tracing/?stage=Live>

<https://privacy.org.nz/further-resources/knowledge-base/view/555>

Hand washing

<https://covid19.govt.nz/covid-19/how-were-uniting/wash-your-hands/>

High Risk Individuals

MoH Website information (01 May 2020)–

These guidelines are not a hard and fast rule and will be updated as and when further evidence becomes available.

The key determinant of COVID-19 becoming a severe illness is the existence of underlying medical conditions, especially if these conditions are not well controlled. Relevant conditions include:

- serious respiratory disease such as chronic lung disease or moderate to severe asthma;
- serious heart conditions;
- immunocompromised conditions
 - many conditions can cause a person to be immunocompromised, including cancer treatment, smoking related illness, bone marrow or organ transplantation, haematologic neoplasms, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications (such as disease-modifying anti-rheumatic drugs);
- severe obesity (body mass index [BMI] of 40 or higher);
- diabetes;
- chronic kidney disease, people undergoing dialysis; and
- liver disease.

Those over 70 - Older people, in particular those who have underlying health issues, including respiratory issues that make them more vulnerable to COVID-19.

Residents of aged care facilities - Aged care facilities are susceptible to the rapid transmission of viruses like this. Residents are more susceptible to illnesses due to their age and they are also more likely to have underlying health conditions.

Pregnant women - Pregnant women in their third trimester should take extra precautions and keep themselves well at a time when the growing baby means higher oxygen demands on the mother.

Laundry

Refer to MoH Website information–

Use a washing machine and detergent to wash thoroughly with the warmest temperature recommended on the item's label.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-following-suspected-probable-or-confirmed-case-covid-19>

Signage

<https://covid19.govt.nz/resources/posters/>

Symptoms –

MoH Website information (01 May 2020)–

The symptoms of COVID-19 are one or more of the following:

- a cough
- a high temperature (at least 38°C)
- shortness of breath.
- sore throat
- sneezing and runny nose
- temporary loss of smell

These symptoms do not necessarily mean you have COVID-19. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

Shortness of breath is a sign of possible pneumonia and requires immediate medical attention.

Symptoms take up to 14 days to show after a person has been infected. A person can pass on the virus to others before they know they have it - from up to two days before symptoms develop.

If you have these symptoms, please telephone Healthline (for free) on 0800 358 5453 or your doctor immediately.

Ventilation

<https://www.health.govt.nz/your-health/healthy-living/environmental-health/infectious-disease-prevention-and-control/workplace-infectious-disease-prevention>