



#350 - 546 St Paul St Kamloops BC 778.715.5117

May 20th, 2020

Covid-19 Return to Practice Plan

“Coronavirus is transmitted via liquid droplets when a person coughs or sneezes. The virus can enter through these droplets through the eyes, nose or throat if you are in close contact.

The virus is not known to be airborne (e.g., transmitted through the particles floating in the air) and it is not something that comes in through the skin.

It can be spread by touch if a person has used their hands to cover their mouth or nose when they cough. That’s why we recommend you cough or sneeze into your arm and wash your hands regularly.”

BCCDC <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>

Purpose:

This plan was developed with the goal of reducing the risk of exposure to Covid-19 for both patients/clients and staff - therapists within our clinical setting. Here, we identify the actions the therapists at West Pine Massage & Wellness commit to, and that all visiting patients/clients must commit to, in order to resume Massage & Manual Therapy services.



1. We Aim to Reduce Transmission by:

- Conducting ongoing self-assessment for signs of Covid-19 related illness in both the patient/client, therapists.
- Reducing all physical, non-treatment related interactions amongst all people within the practice environment
- Enforcing hand hygiene requirements and avoiding face touching
- Enhancing cleaning protocols
- Appropriately using personal protective equipment (PPE)
- Meeting professional obligations, such as informed consent

* The last date updated:

* ***This plan may be changed and updated to meet the changing requirements surrounding treating through the Covid-19 crisis***

2. Screening Protocol for Patients/clients/clients and Therapists

Pre-Screening / Prior to Arrival

- Patients/clients will be informed about their responsibilities at the time of booking and a notice will be placed on the websites. Online booking software will send them a copy of these screening protocols, along with a Covid-19 specific consent form they will be required to sign electronically, or in person, prior to receiving treatment.



- Within 24 hours of their booked appointment, the patient/client is required to complete the online BC COVID-19 Symptom Self-Assessment tool and to stay home if they experience any symptoms. The tool can be found here: <https://bc.thrive.health/covid19/en>
- The therapist will phone the patient/client up to 24 hours before their appointment time to verify the self-assessment has been done.
- The therapist will use the BC COVID-19 Self-Assessment tool themselves daily, and commits to cancelling all appointments, calling 811, and notifying coworkers if symptoms appear.
- Symptoms of Covid-19 are similar to other respiratory illnesses or seasonal allergies, and can range from mild-severe. Patients/clients are required to cancel appointments if they experience what they determine to be 'just the sniffles,' 'seasonal allergies' or 'just feeling under the weather,' on the day of their appointment.

An appointment must be cancelled immediately if either the patient or the therapist presents with even mild symptoms that may be signs of Covid-19 including:

- Fever Cough Chills Shortness of breath Sore throat or pain with swallowing Stuffy or runny nose Loss of sense of smell Headache Muscle aches Fatigue Loss of appetite
- Patients/clients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of Massage & Manual Therapy means that physical distancing is not possible in the treatment room.
- In order for a treatment to commence the therapist and patient/client must agree that the therapeutic benefit Massage & Manual Therapy outweighs any potential consequence of treatment, including the possibility of viral transmission.



- Patients/clients must confirm that they have not travelled in the last 14 days, been in contact with anyone displaying illness or signs and symptoms of Covid-19, or been exposed to anyone who has travelled within 14 days prior to their treatment.
- Patients/clients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.

Upon Arrival

- If not already done, the therapist will confirm the self-assessment and pre-screening protocol was conducted by the patient/client within 24 hours prior to the treatment and that the patient shows no signs.
- The therapist will confirm their own self-assessment results to their patient/client to ensure transparency.
- Patients/clients will be asked upon arrival to wear a mask. If the patient/client has a mask, they are asked to bring it with them and wear it when they arrive. If the patient/client does not have a mask, a single-use mask will be provided and they will be asked to wear it upon entering the clinic space. (single use mask charge of \$1.00. because of: ppe supply challenges)
- The treatment will be cancelled immediately if the patient/client **does not meet the pre-screening** criteria upon physical presentation at the clinic.



Patients/clients must understand:

- That the therapist reserves the right to refuse treatment if the patient/client is not honest about any of the screening protocols or if the patient/client does not adhere to the strict on-site policies in place.
- Both the patient/client and therapist must agree that the benefits of massage & manual therapy outweigh the potential risks involved.
- They will not be charged a late cancellation fee if they cancel due to illness.

Physical Distancing

Scheduling

- Therapist's shifts are being staggered to ensure a maximum of one practitioner is in the main clinic space at all times.
- Therapists will be screening patients/clients to assess if they may be "increased risk to contract/spread the virus" (ex. hospital staff, essential workers unable to enforce social distancing in their work) or "vulnerable populations" (at higher risk of severe disease). This screening will ensure patients/clients will be booked during the safest treatment times for themselves and other patients/clients scheduled that day.
- Appointment times are scheduled with 1 hour in between each treatment to reduce the risk of patients/clients crossing paths. Appointments will be firmly punctual and to allow for time in between appointments for enhanced cleaning.



- ❑ Starting immediately, all patients/clients who qualify as “increased risk to contract/spread the virus” will be booked as close to the end of therapist’s shifts as possible, to ensure decreased exposure to other clients.

These include, but aren’t limited to hospital staff and workers unable to enforce social distancing.

- ❑ Patients/clients are asked to inform therapists prior to or upon booking if they feel they fit into these categories.

- Appointment times will be no longer than 60 minutes, until further notice.
- Patients/clients are asked to arrive on time and not early or late for appointments.
- Patients/clients are required to wait in their vehicles or outside the clinic, until the therapist comes to the clinic door or messages them to call them in.
- The office door will be opened for the patient/client by the therapist and will be locked behind them to prevent anyone else from entering the space during the course of their treatment. The door will be re-opened by the therapist at the end of the appointment for the patient/client to leave without touching the door knob.



Reception Area / Entry into Clinic Space

- Only 1 person is permitted in the main clinic space at any given time.

***** Patients/clients must arrive unaccompanied.

- The therapist and the patient/client will both maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room.
- Water glasses have been replaced by disposable cups. Washing hands for 20 seconds or using hand sanitizer will be required prior to pouring water.

Within the Treatment Room

- Patients/clients must recognize that It is not possible to maintain physical distancing while in the treatment room.
- Patients/clients will be asked to hang their belongings on hooks on the back of the door, which will be sanitized between patients/clients.

Restroom Use

- The restroom is shared by all of the offices on the 3d floor. It is equipped with a soap dispenser, single use towels and proper hand washing guidelines. These will be available at all times. The restroom will be sanitized by the building management. Hands free hand sanitizer dispensers are located at the elevators in the hallway of each floor of the building.
- The keys for the bathroom will be sanitized before and after each use.



• **Hand Hygiene**

Reception Area / Entry into Clinic/office Space

- Before entering the office please use the hand sanitizer in the hallway at the elevator outside of our office door.

- Immediately upon entering the clinic space the patient/client must:
 - go directly to the hand washing sink without touching anything inside the clinic and wash their hands with soap and water for at least 20 seconds and then dry thoroughly,
 - Or, use the hand sanitizer dispenser that is on the table just inside the office/clinic door.

- Upon entering if the patient/client has not brought their own mask, they are asked to use hand sanitizer before putting on one of the disposable masks provided.

- If hands are visibly soiled, the patient must opt to wash hands at the hand washing sink.

- The therapist will wash hands thoroughly for at least 20 seconds before and after treating patients/clients before and after disinfecting spaces, and before applying chosen PPE, such as face masks.



- Hand washing protocols will be posted visibly in the reception area and at sinks
- Payment occurs in the reception area. Cash will not be accepted at this time. Patients/clients are asked to use the online booking system to add a credit card to their file for touch-less payment if possible.

A wireless Point of Sale system with Tap is available for card use. In the event that these do not work the POS machine will be sanitized between each patient/client.

- Receipts will be emailed, not printed.
- Therapists will wash their hands or use hand sanitizer before using the main computer and will disinfect the phone after each use.

In the Treatment Room

- The therapist will open the door to the treatment room and allow the patient/client to enter. The therapist will open/close the door before, during and after the treatment as required – reducing the need for the patient/client to touch the door
- Patients/clients will be permitted to open the door for themselves after the treatment to let themselves out of the treatment room.
- Tissue is available inside the treatment room that patient/client may use as a barrier when opening the door.



Hand sanitizer is available within the treatment room; patients/clients are asked to wash or sanitize their hands after the treatment.

The door and door-knobs will be disinfected between each person.

Sanitization Policy

- Additional time (1 hr) has been scheduled between patients/clients to allow for thorough cleaning of the treatment room.

- Common touch areas will be cleaned between clients/patients with a Canada Health Approved for use against Covid-19 disinfectant as listed here:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/products-accepted-under-interim-measure.html>

- All linens, including blankets and pillow cases are single use only and will be laundered using high heat between each use.

- **No** hydrotherapy supplies, hot stones, thermophores, permeable table warmers or covers will be used. Table will be covered by extra protective plastic non permeable cover.

- All high touch surfaces will be cleaned and disinfected between patients/clients, regardless of appearances. High touch surfaces include (but are not limited to):

light switches, door knobs, POS machine, electronic devices, table surfaces, chairs, stools, window coverings, faucets, etc.

Patient/Client treatment table, table levers, face cradle, lotion bottles will be immediately cleaned after each treatment.



Professional Obligations

In the Event that a Patient/Client Alleges they caught Covid-19 from the Therapist

- The therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the therapist and the name and contact details of the patient/client

- The patient/client must agree to the release of this information in order to receive treatment.

- All massage appointments will be cancelled and the therapist will cease to provide services until Public Health has investigated and provided direction.

- The therapist will immediately self-isolate until Public Health has investigated and provided direction

In the Event that the Therapist Catches COVID-19 or Displays Symptoms of Covid-19

- The therapist will immediately self-isolate.
- The therapist will call public health at 8-1-1 to report the symptoms and request access to Covid-19 testing.

If testing is granted:

- All massage appointments will be cancelled and the therapist will cease to provide services until test results are returned negative.

- If testing proves positive the therapist will follow Public Health directives in informing Patients/clients treated over the previous 14 days and coworkers about potential transmission.



If testing is not granted:

- All massage appointments will be cancelled and the therapist will cease to provide services for a minimum of 14-days, until symptoms have ceased to present and public health directives allow return to work.

Informed Consent

In the current environment of Covid-19 risk, informed consent requires that the patient/client be informed and understands that:

- Any massage, manual therapy and other natural health practices involve maintaining prolonged and close physical contact, there may be an elevated risk of disease transmission, including COVID-19.
- The therapist is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero;
- The patient/client consents to the treatment despite some risk;
- And the therapist will document the patient/client's consent in advance of each treatment.