

Vancouver City Wellness Centre

Clinical Practice Covid-19 Safety Protocols

Updated March 2022

This plan was developed with the goal of reducing the risk of exposure to the virus that causes Covid-19 for both patients and the practitioners within our clinical setting. Here, we identify the actions that the practitioners at City Wellness Centre commit to, and that all visiting patients must commit to, in order to provide our massage therapy and chiropractic services to you during the pandemic.

The overall aim of these protocols is to reduce potential coronavirus transmission by:

- Ongoing self-assessment for signs of Covid-19 related illness in both the patient and the practitioner
- Reducing all physical, non-treatment related interactions amongst all people within the practice environment
- Hand hygiene requirements
- Enhanced cleaning protocols
- Mask wearing requirements
- Meeting professional obligations, particularly related to informed consent and liability insurance

Self-Assessment for Symptoms of Covid-19: For Patients & Practitioners

Prior to Arrival:

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
 - Loss of sense of smell
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- Patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of our practices means that physical distancing is not possible in the treatment room.
 - Patients with higher risk profiles and/or weakened immune systems should consider postponed treatment.
 - Patients who develop even mild illness or symptoms should cancel booked appointments, even without notice.
 - They will not be charged a late cancellation fee if they cancel due to illness.

Upon Arrival:

- Masks must be worn at all times within the clinic space.
- If you do not have a mask, a mask will be provided for you, and must be worn before entering our clinic.
- The treatment will be cancelled immediately if you do not comply with mask-wearing, and any other required safety standards at Vancouver City Wellness.

Physical Distancing in the Reception Area / Entry into Clinic Space:

- Patients must arrive unaccompanied. Minors will not be treated at this time.
- A space of 2 meters (6 feet) distance is maintained in all clinic areas outside the treatment room.
- Everything in our clinic space is disinfected frequently.
- Appointment times are staggered to allow for time between appointments, for enhanced cleaning.
- Patients are asked **not** to arrive early for appointments.

Within the Treatment Rooms:

It is not possible to maintain physical distancing while in the treatment rooms.

Restroom for Patient Use:

- Soap and fresh paper towels for drying will be available at all times.
- A waste bin has been placed next to the restroom door, so that patients may use a paper towel to open the door, and then discard it before re-entering the clinic space.

Hand Hygiene in the Reception Area / Entry into Clinic Space:

Immediately upon entering the clinic space the patient must either:

- 1- Use our washroom to wash hands with soap and hot water for at least 20 seconds, then dry hands thoroughly.
- 2 - Use the hand sanitizer our clinic provides.

- Hand washing protocols will be posted visibly in the restroom.
- Cash will not be accepted at this time.
- A Point of Sale system with Tap is available for card use.
- Receipts will be emailed - not printed - whenever possible.

Masks are still required in our clinic:

- Masks must be worn by our patients and our practitioners at all times.
- Masks must completely cover the nose and mouth at all times.

Enhanced Cleaning of all areas within the clinic:

- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment rooms.
- Massage tables, chiropractic table, chairs, and doorknobs are sanitized between each patient.
- Common areas are cleaned and disinfected twice daily, including the restroom.
- All linens in our clinic are laundered with high heat between each use.

Professional Obligations:

Liability Insurance

- The practitioners at our clinic all carry appropriate professional liability insurance.
- In the Event that a patient alleges they've caught COVID-19 from the practitioner, the practitioner will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the practitioner and the name and contact details of the patient.
- The patient must agree to the release of this information in order to receive treatment.
- All practitioners will immediately self-isolate appropriately.

Informed Consent:

As our patient, you understand and agree to the following:

- Any of our treatment services involve some risk of Covid-19 transmission.
- The practitioners are following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero, nor can it be reasonably expected to.
- Should you contract Covid-19, neither the clinic, nor our practitioners, are in any way liable.