

# City Wellness Centre

## Returning to Clinical Practice in compliance with Covid-19 Safety Protocols

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 practitioner 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 resume massage therapy and chiropractic services.

*To our current knowledge "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."*

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

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

- Required 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
- Avoiding face touching
- Enhanced cleaning protocols
- Appropriate use of personal protective equipment (PPE)
- Meeting professional obligations, particularly related to informed consent and liability insurance

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

#### **Pre-Screening / Prior to Arrival:**

- Patients will be informed about their responsibilities at the time of booking. A notice will be placed on the website, and the online booking software will send them a copy of these protocols as part of a Covid-19 specific consent form they will be required to sign electronically, prior to arriving at their appointment.
- One day prior to their booked appointment, the patient will be required to complete the online BC COVID-19 Symptom Self-Assessment tool and to stay home if they experience any symptoms of Covid-19.
- **The tool can be found here:** <https://bc.thrive.health/covid19/en>
- The practitioners will monitor themselves daily and commit to cancelling all appointments if symptoms appear.

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- Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. 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
  - Fatigue
  - Loss of appetite, sense of smell
- Covid-19 Symptoms may range from mild to severe. Patients are required to cancel appointments if they experience what they determine to be even mild symptoms.
- As a part of this consent form, 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.
- In order to commence a new chiropractic treatment plan the chiropractor and patient must agree that the therapeutic benefit of treatment outweighs any potential consequence prior to treatment commencing, including the possibility of viral transmission.
- Patients must confirm that they have not been in contact with anyone displaying illness, or signs and symptoms of Covid-19 within 14 days prior to their treatment.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone 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:

- The practitioner shall confirm that there are no changes to the prior Covid-19 screen.
- Masks must be worn at all times within the clinic space. If the patient has a mask, they are asked to bring it with them and wear it when they arrive. If the patient does not have a mask, a mask will be provided and they will be asked to wear it upon entering the clinic space.
- Patient must confirm that they have not travelled outside British Columbia within 14 days prior to their appointment.
- The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria upon physical presentation at the clinic.

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

- The number of people in the clinic will be minimized at all times. Patients must arrive unaccompanied. Minors will not be treated at this time.
- All occupants of the clinic maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room.
- The fabric chairs have been removed from the reception area. They may be replaced by vinyl-covered chairs that are separated by a minimum of 6ft.
- Patients are not permitted to wait in the clinic reception area before or after the treatment.
- Nothing remains in the clinic space that cannot be disinfected after each touch.
- Appointment times are staggered to reduce the potential of patients crossing paths, and to allow for time in-between appointments for enhanced cleaning.
- Patients are asked to arrive on time and not early or late for appointments.
- Patients are required to wait outside until the practitioner comes to the clinic door to call them in.

**Within the Treatment Room:** It is not possible to maintain physical distancing while in the treatment room.

## Restroom for Patient Use:

- The restroom has been proper handwashing guidelines.
- 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-** Go directly to the handwashing 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 2 -** Use the hand sanitizer inside the in clinic door.

**NOTE:** If hands are visibly soiled, the patient must opt to wash hands at the handwashing sink.

- The practitioner will wash hands thoroughly for at least 20 seconds between patients, before and after disinfecting spaces, before donning gloves and after taking gloves off, and before donning or doffing other PPE like facemasks or shields.
- Hand washing protocols will be posted visibly in the restroom.

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- Cash will not be accepted at this time. A Point of Sale system with Tap is available for card use. The POS machine will be sanitized between each patient.
- Receipts will be emailed, not printed whenever possible.

## In the Treatment Rooms:

- The practitioner will open the door to the treatment room and allow the patient to enter. The practitioner will open/close the door before, during, and after the treatment as required.
- Patients may open this door to let themselves out of the treatment room when finished.
- Tissue is available inside the treatment rooms that the patient may use as a barrier when opening the door.
- Hand sanitizer is available within the room. Patients will be asked to wash/sanitize their hands after treatment.
- The door and doorknobs will be disinfected between each patient.

## Avoid Face Touching:

- The practitioners will communicate with the patient that coronavirus can be transmitted by touch if droplets are on the hand when it touches the face, as it can transfer those infected droplets to the mouth, nose or eyes.
- Tissue will be available throughout the clinic: in the reception area, treatment room and washroom in order that patients and the practitioner may use tissue to address an itch and/or touch the face for any other reason.
- The practitioner will wear a mask and a face shield at all times.
- Patients are encouraged to wear face masks that cover the nose and mouth at all times within the clinic space.

## Enhanced Cleaning of all areas within the clinic:

- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room.
- Visibly soiled surfaces will be cleaned followed by disinfection 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/list.html>
- Common areas will be cleaned and disinfected at least twice a day, including the restroom.
- All high touch surfaces will be cleaned and disinfected between patients, 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.
  - The treatment table, table levers, face cradle, lotion bottles will be immediately cleaned after each treatment.
- All linens, including blankets and pillow cases are single use only and will be laundered using high heat, detergent and bleach between each use.
- A Cleaning and Disinfection log will be on Display in the reception area, restroom and treatment room.

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## Personal Protective Equipment:

- The practitioner will wear appropriate PPE at all times in the clinic.
- Patients are required to wear a facemask in the clinic wherever possible.
- If patients have their own fabric facemask, they are requested to bring it.
- If they do not have a fabric face mask, a single-use non-medical mask will be provided to them at the time of their treatment.

## 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 appointments will be cancelled and all practitioners will cease to provide services until Public Health has investigated and provided direction.
- All practitioners will immediately self-isolate appropriately.

## Informed Consent:

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

- 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.
- The patient consents to the treatment despite some risk.
- The practitioners will document the patient's consent in advance and at every treatment.

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