



## Duncan Wellness Centre

### Plan for Return to Clinical Practice in Respect of Covid-19

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 clinic. Below are the actions that the practitioners at Duncan Wellness Centre commit to, and that all visiting clients must commit to, in order to resume services.

*“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 client 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 Clients & Therapists

#### Pre-Screening / Prior to Arrival

- **Clients** will be informed about their **responsibilities** at the time of booking. A notice will be placed on the website 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 client 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 practitioner will phone the client one day before their booked appointment to discuss using the self-assessment tool and to verify that it has been done.
- The practitioner will use the BC COVID-19 Self-Assessment tool, daily and commits to canceling all appointments if symptoms appear.
- Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. An appointment must be cancelled immediately if either the client or the practitioner presents with even mild symptoms that may be signs of Covid-19 including:
  - Fever
  - Cough
  - Chills

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- 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
- Covid-19 Symptoms may range from mild to severe. 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.
- As a part of this consent form, clients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of treatments means that physical distancing is not possible in the treatment room.
- In order for treatments to commence the practitioner and client must agree that the therapeutic benefit of treatment outweighs any potential consequence of treatment, including the possibility of viral transmission.
- Clients 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.
- Clients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.
  - The client and the practitioner must both agree that the benefits of treatment outweigh the potential risks involved.
- Clients 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 COVID related illness.

### Upon Arrival

- The practitioner will advise clients of their current Self-Assessment results upon their arrival at the clinic. Clients will be asked to share their own results.
- Upon arrival clients must confirm that they have done a pre-screening and have no signs of Covid-19 as outlined here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
- Masks must be worn at all times within the clinic space. If the client has a mask, they are asked to bring it with them and wear it when they arrive. If the 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.
- Client 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 client does not meet the pre-screening criteria upon physical presentation at the clinic.

## Physical Distancing

### Reception Area / Entry into Clinic Space

- Clients must arrive unaccompanied unless the client is a minor or needs assistance with ambulation.
- The practitioner is the only other person who will be within the treatment room throughout the duration of the client's appointment.
- Everyone will maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room.
- Chairs are separated by a minimum of 6ft
  - Clients are not permitted to lounge in the clinic reception area before or after the treatment.
- Water can be dispensed by a practitioner upon request.
- Nothing remains in the clinic space and treatment rooms that cannot be disinfected after each touch.
- Appointment times are staggered to reduce the potential of clients crossing paths, and to allow for time in-between appointments for enhanced cleaning.
- Clients are asked to arrive on time and not early or late for appointments.
- As you open the clinic door immediately use hand sanitizer or wash your hands in the bathroom.

## Hand Hygiene

### Reception Area / Entry into Clinic Space

- Immediately upon entering the clinic space the patient must either:
  - Go directly to the washroom, 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 just inside the clinic entry door
- If hands are visibly soiled, the client must opt to wash hands in the washroom.
- The practitioner will wash hands thoroughly for at least 20 seconds upon entry to the clinic, between patients, before and after disinfecting spaces, and before donning PPE like facemasks or shields.
- Hand washing protocols will be posted visibly in the washrooms and information board in the reception area.
- Each practitioner will arrange for payment of treatment. Our payment of choice is e-transfer before the treatment occurs.
- POS machine will be sanitized between each patient.
- Receipts will be emailed, not printed.

### Within the Treatment Room

- It is not possible to maintain physical distancing while in the treatment room.
- Clients will be asked to keep all personal belongings within a plastic basket, which can and will be sanitized between clients.

### Restroom for Patient Use

- Handwashing instructions are available in the washroom.
- Soap and fresh paper towels for drying will be available at all times.

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- A touchless waste bin is provided in the restroom so that patients may use a paper towel to open the door, and then discard it before re-entering the clinic space.

### In the Treatment Room

- Between each client all high touch surface areas will be disinfected – door knobs, light switches, tables, face piece, clothing basket, chairs, oil containers.
  - Clients will be permitted to open the door for themselves after the treatment to let themselves out of the treatment room. Please leave the door open when exiting the treatment room.
  - Tissue is available inside the treatment room that the client may use as a barrier when opening the door.
  - Hand sanitizer is available within the treatment room for clients use.

### Avoid Face Touching

- The practitioner 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 clients 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.
- Clients are required to wear face masks that cover both the nose and mouth at all times within the clinic space.
- Inter-oral /mouth treatments will not be conducted at this time.

### Enhanced Cleaning

- Additional time has been scheduled between clients 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 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.
  - The treatment table, table levers, face cradle, lotion bottles immediately after each treatment.
  - No hydrotherapy supplies, thermophores, table warmers or covers will be used.
- All linens, including blankets and pillow cases are single use only and will be laundered using high heat and detergent between each use.
- A disinfected plastic bin has been placed in the treatment room. The client will be asked to keep all of their personal belongings in this bin during the treatment. Post treatment, this same bin will be used to carry used linens to the laundry room for washing.
- Bins will be disinfected between each patient before cycling back into use.

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## Personal Protective Equipment

- The practitioner will wear a face mask and face shield at all times in the treatment room.
- Gloves will be worn by the practitioner at the patient's request.
- Clients are required to wear a facemask in the clinic at all time.
  - If clients have their own fabric facemask, they are requested to wear 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 carry professional liability insurance.

### In the Event That a Client Alleges they 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 RMT and the name and contact details of the patient.
  - The client must agree to the release of this information in order to receive treatment.
- All treatment appointments will be cancelled and the practitioner will cease to provide services until Public Health has investigated and provided direction.
- The practitioner will immediately self-isolate until Public Health has investigated and provided direction.

### Asymptomatic Spreaders

- Asymptomatic transmission of the coronavirus is an unavoidable risk of practice until we've acquired herd immunity, there is an effective treatment or vaccine against Covid-19.
- We have put into place protocols to help mitigate that risk as outlined in the preceding documentation.

## Informed Consent

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

- Any treatment involves some risk of Covid-19 transmission;
- The practitioner is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero;
- The client consents to the treatment despite some risk;
- And the practitioner will document the client's consent in advance and at every treatment.

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