

Delbrook Integrative Restart Plan May 19, 2020

This restart plan has been developed with the primary interest of reducing risks of exposure to the virus that causes Covid-19 for all patients and practitioners within our clinical setting. These provisions are guided by the College of Massage Therapists of BC (CMTBC) and the College of Naturopathic Physicians of BC (CNPBC), BC public health and BC CDC guidelines.

The aim of these new protocols is to reduce potential transmission of Covid-19 by:

- Required ongoing self-assessment for signs of Covid-19 in both the patient and the practitioner
- Reducing all non-treatment related physical interactions for all people within the practice environment
- Increased hand hygiene
- Avoiding touching your face (nose, eyes and mouth)
- Enhanced cleaning protocols
- Appropriate use of personal protective equipment (PPE)
- Meeting professional obligations, particularly informed consent and liability insurance

Self-Assessment for symptoms of Covid-19

- Patients will be contacted 24 hours prior to their appointment and informed of the new clinical protocols. At this time, patients will conduct a self-assessment screening for symptoms of Covid-19 electronically.
 - If the patient does not meet the requirements of the questionnaire, or has responded “yes” to any of the questions regarding Covid-19 symptoms or contact with people who have had Covid-19 symptoms, they will be informed to contact 8-1-1 and treatment will be postponed for 14 days with no charge to the patient.
 - Practitioners will be expected to use the same questionnaire on a daily basis and follow the same protocol.
- Symptoms of Covid-19 are similar to other mild respiratory illnesses or seasonal allergies. **An appointment must be postponed if either the patient or practitioner presents with any of the following symptoms:**
 - Fever
 - Cough
 - Chills
 - Shortness of breath
 - Sore throat
 - Painful swallowing
 - Loss of sense of smell
 - Headache
 - Muscle aches
 - Fatigue
 - Loss of appetite

- Patients experiencing “seasonal allergies”, “a mild cold” or symptoms of “feeling under the weather” will have to postpone their appointment for 14 days and are encouraged to contact 8-1-1.
- Patients must confirm that they have not come into contact with anyone displaying symptoms or suspected infection of Covid-19. The patient will be required to agree to the following:
 - Electronic consent and liability waiver regarding new Covid-19 protocol prior to every appointment
 - Informed consent encompassing the understanding that all measures to ensure reduction of transmission of Covid-19 have been taken, however, due to the nature of our therapies: the possibility for transmission cannot be reduced to zero, social distancing is not possible during the course of treatment.
- Patients with higher risk profiles are encouraged to seek alternative forms of treatment, which may include virtual or phone consults, or simply postponing treatment.
- The practitioner and patient must mutually agree that the benefits of treatment outweigh the potential consequences or risks, including the possibility of viral transmission.

Upon arrival

- The practitioner will advise the patient that they are fit for treatment as per their BC Covid-19 symptom Self-Assessment Questionnaire.
- The patient will inform the practitioner that they are fit for treatment as per their BC Covid-19 symptom Self-Assessment Questionnaire (will be provided).
- Masks must be worn at all times by both patients and practitioners. Patients will be advised to bring a mask, if they do not own one or forgot it a disposable mask will be provided to them upon entry for a nominal fee.
- The treatment will be immediately cancelled and rebooked if the patient does not meet the pre-screening criteria.

Physical Distancing Requirements

Reception area/General clinic space

- Patients must arrive unaccompanied, unless they are a minor or infirm who requires a guardian.
- A distance of 2 meters must be kept at all times while in all non-treatment room areas.
- Patients will be required to wait in their vehicles or outside the clinic prior to their appointment. All patients are encouraged to arrive as close to their appointment time as possible.
- Patients will be called when they are permitted to enter the clinic, the practitioner will open the door for each patient to limit contact exposure when meeting and seeing the patient out of the clinic.
- To minimize traffic in hallways, patients may be asked to exit the clinic through the exit doors found in some treatment rooms.
- All fabric surfaces or surfaces that are difficult to clean have been removed.

Within the Treatment Room

- Physical distancing is not possible within the treatment room, as much space as possible will be kept between the patient and practitioner.
- Patients will use the designated space in each treatment room for their belongings and are required to take everything from the clinic that they brought with them.

Restroom protocol

- The restroom has been equipped with contactless hand soap dispensers, hand towel dispensers, and handwashing hygiene posters to ensure appropriate handwashing.
- Patients will leave the toilet lid up, lights on, and door open after use to minimize need for surface contact

Hand Hygiene

Reception area/General clinic space

- Immediately upon entry into the clinic the patient must either:
 1. Go directly to the sink without touching any surfaces and wash hands with soap and water for at least 20 seconds and dry thoroughly, or
 2. Use the contactless hand sanitizer provided at the entryway of the clinic
 - If hands are visibly soiled, handwashing must occur.
- Practitioners must wash/sanitize their hands or wash with soap and water for at least 20 seconds before and after each patient, prior to donning PPE and after doffing PPE, and before and after disinfecting treatment and clinic surfaces between patients.

Within the Treatment Room

- The practitioner will open and close the treatment door for each patient to minimize contact exposure. Patients are encouraged to only touch door handles if necessary, to help ensure cleaning protocols are effective.
- Hand sanitizer will be provided within the treatment room, along with tissues and a garbage can filled with a disposable liner.

Avoid Face Touching

- Tissues will be provided in the treatment room and in the restroom if patients need to address their face for unavoidable reasons.
- Masks will be worn by practitioners, patients and clinic staff at all times.

Enhanced cleaning

- Additional time between patients has been scheduled to ensure thorough cleaning of the treatment room and frequently touched surfaces in the clinic.

- Visibly soiled surfaces will be cleaned, followed by an approved disinfectant by Canada Health
- Common areas will be cleaned and disinfected at least twice per day, including the restroom, entry door, POS machine, doorknobs, and sanitizer stations.
 - High touch surfaces may include but are not limited to: light switches, electronic devices, stools, window coverings, countertops, faucets, clothes hangers etc.
- Lotion bottles, table levers, face cradle, medical equipment and treatment table will be cleaned immediately after each treatment
 - Hydrotherapy equipment has been removed from the clinical setting and will not be used (thermophore, hydrocollator etc.)
 - All linens including blankets, towels, sheets and face pieces are to be laundered using high heat and appropriate detergent between each use.

Personal Protective Equipment

- The practitioner will wear a face mask and gloves at all times while working with a patient. Face shields will be worn upon patient request.
 - Each face mask will be single use per patient and laundered as the above linens.
- Patients will be required to bring a clean mask from home or purchase a disposable one for a nominal price, which can be used for the duration of their interaction(s) at the clinic.

Professional Obligations

Liability Insurance

- Each practitioner carries professional liability insurance.
- Each practitioner follows the health and safety guidelines outlined by their respective college and the Provincial Health Officer and are taking all reasonable precautions to reduce and mitigate and possibility of viral transmission to patrons.
- No guarantees have been made by the practitioner or clinic that patients will not come in contact with Covid-19 at or during their time at the clinic.

In the event a patient tests positive for Covid-19 within 14 days after a treatment

- The patient will contact the practitioner and inform them of positive test results and possible transmission of the virus immediately.

In the event a Patient alleges they caught Covid-19 from a Practitioner

- The practitioner will immediately call 8-1-1 to report the alleged transmission, providing both the name of the practitioner **and the name of contact details of the patient.**
 - The patient must agree to this release of information in order to receive treatment.
- All future appointments of that practitioner will cease until Public Health has investigated and provided direction.
- The practitioner will immediately self-isolate until Public Health has investigated and provided direction.

In the event a Practitioner displays symptoms of Covid-19

- The practitioner will contact 8-1-1 to report the symptoms and request access to testing for Covid-19.
 - If testing is granted, all appointments will be postponed until the results produce a negative.
 - If testing is proved positive, the practitioner will follow Public Health directives in informing patients about possible contact with Covid-19 over the previous 14 days of potential transmission.
 - If testing is not granted, all appointments will be cancelled, and the practitioner will not provide services for a minimum of 10 days beyond the onset of symptoms and/or until symptoms cease.

In the event a Practitioner comes into close contact with someone showing Positive signs of illness for Covid-19

- If Practitioner is an RMT: The practitioner will immediately self-isolate for the required 14 days.
- If Practitioner in an ND: The practitioner will assess on case by case basis, and self-isolate when in the best interest of his or her patients.
- After self isolation, all appointments will be cancelled and rescheduled at such a time the practitioner is fit to provide services.

Asymptomatic Spreaders

- Asymptomatic transmission of Covid-19 is an unavoidable risk of practice until there is an effective treatment or vaccine against Covid-19.
- No guarantees have been made by the practitioner or clinic that the patient may not come into contact with Covid-19 at, or during an appointment.

Informed Consent

- In the current environment of Covid-19 risk, informed consent requires that the patient be informed and understands that:
 - Any in-person therapy or treatment involves some risk of Covid-19 transmission;
 - We have put into place protocols that may help mitigate risk where possible, but that risk cannot be reduced to zero.
 - The patient consenting to treatment understands there is some risk
 - The practitioner will document the patient's consent in advance to every treatment provided.