

## Fluid Motion COVID-19 Safety Plan

(June 1<sup>st</sup> 2020)

### Purpose

The purpose of this document is to define the guidelines and protocols that the team at Fluid Motion will follow in order to maintain the health and safety of all people coming to the clinic. These health guidelines are being developed to ensure patients, therapists and our receptionist can interact in a way where the risk of exposure to the COVID-19 is minimal.

The key elements of this plan follows Worksafe BC guidelines:

- Physical distancing measures – measures to reduce the density (intensity and number of contacts) of people in the clinic common main area
- Engineering controls – physical barriers (plexiglass barrier, contactless technology, etc.)
- Administrative controls – rules and guidelines to reduce the likelihood of transmission (stay away if sick, screening of patient, cleaning procedures)
- Personal protection controls

The first version of the clinic guidelines were ready and communicated to all therapists on May 18<sup>th</sup>, 2020. Therapists are invited to start working gradually with a few patients a day as soon as May 19<sup>th</sup> in order to be acquainted with the new guidelines and protocols in a clinical setting without time pressure. The scheduled opening for the clinic is May 25<sup>th</sup>, 2020.

### References

This document has been written with the following resources:

- CMTBC – Interim guidelines for return to practice

<https://cmtbc.ca/registrants/interim-guidelines-for-return-to-practice/>

- Osteopathy BC Return to Work Guidance
- BC GOV - Management strategy

[https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/bc\\_covid-19\\_go-forward\\_management\\_strategy\\_web.pdf](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/bc_covid-19_go-forward_management_strategy_web.pdf)



- WorkSafeBC

<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/covid-19-returning-safe-operation>

- Vancouver Coastal Health

<http://ipac.vch.ca/Pages/Emerging-Issues.aspx>

<http://ipac.vch.ca/Documents/COVID-19/Community%20Toolkit/Community%20IPAC%20Tools-%20FAQs%20-%20April%203%20-%20PP%20JW%20Edits.pdf>

[http://ipac.vch.ca/Documents/COVID-19/Dress%20Codes%20and%20PPE/PPE\\_Recommendations\\_%28Community%29.pdf](http://ipac.vch.ca/Documents/COVID-19/Dress%20Codes%20and%20PPE/PPE_Recommendations_%28Community%29.pdf)

Discussions were used to develop this plan in coordination with all people working at Fluid Motion. This includes Zoom meetings with the entire Fluid Motion team on May 11, 2020 and May 20, 2020, multiple e-mail exchanges and phone conversations with all involved.

It is important to note that this document does not replace the requirements from the professional regulatory bodies of each practitioner nor it replaces the requirements of each practitioner's liability insurance.

This document has been designed for the different categories of people involved in the clinic (patient, therapist, receptionist) to find easily relevant information in their respective category.

**1. Management of common areas to manage physical distancing**

**2. Protocols intended for Patients**

**3. Protocols intended for our receptionist**

**4. Protocols intended for therapists**

**5. Mask donning and doffing procedures**

**6. Cleaning protocol of each room**

**7. Cleaning protocol of the common area**

**8. Signage**

**9. Communication to patient**

## **1. Management of common areas to manage physical distancing**

The common areas in the clinic includes the waiting area, the kitchen/laundry/bathroom area.

### **a. The waiting area**

The clinic has four treatments room (Room 1 – Bradley, Room 2 - I-Chia/Marjorie, Room 3 – Lyndsay/Emma, Room 4 - Chris). There will be a single chair in front of room 1, 2 and 3. Room 4 can use the chair for room 3.

The requirement for patient to remove their shoes has been lifted to help move patients quickly from waiting area to the treatment room.

Patients will be requested to come on time to their appointment. This will avoid patients waiting in the common area.

The front door of the clinic will remain open so no-one will come in contact with the door handles during business hours . It will help flow as well.

Therapists will release their patients on time and will schedule 15 minutes between patients to allow time for enhanced cleaning procedures. This will also allow enough time for one patient to leave before the next one arrives.

Therapists schedules will be staggered as much as possible to avoid similar start times.

### **b. The kitchen/laundry/bathroom area**

Only one person will be allowed in that area at a time.

## **2. Protocols intended for patients**

Patients can not receive treatment and will be reminded not to come to the clinic if

- they have symptoms such as fever, chill, cough, shortness of breath, sore throat, stuffy nose or loss of sense of smell. They will be ask to use the self evaluation tool found at <https://bc.thrive.health/covid19/en> on the day prior to their appointment.
- they have tested positive for COVID-19 in the last month or be waiting for a result of test,
- they have been in contact with a confirmed or probable case of COVID-19 in the last 14 days
- they are returning from a trip outside British Columbia in the last 14 days
- quarantine has been required and is not completed

The 24 hour cancellation policy will be relaxed to allow patient to stay home when sick with no penalty

Patients will be asked to come on time to their appointment

Patients will be requested to wash their hands as soon as they come in the clinic

Patients will be asked to wear a mask that covers their mouth and nose. They can bring their own or the clinic will provide one

Patient will be invited to pay via credit cards or e-transfers to avoid exchange of cash or cheque.

Patient will be asked to come alone to their appointment unless they need help

A parent or a guardian is welcomed to come to their child's appointment.

### **3. Protocols intended for our receptionist**

Our receptionist will self assess every day before coming to the clinic and will come only if she feels well and symptom free. She can use the self evaluation tool found at <https://bc.thrive.health/covid19/en>

If a person comes to the clinic with symptoms such as fever, chill, cough, shortness of breath, sore throat, stuffy nose or loss of sense of smell, the person will be asked to leave immediately and call 8-1-1 for further guidance.

The receptionist must wear a mask covering mouth and nose (cloth or disposable are acceptable). Please see mask donning and doffing procedures section of this document.

The receptionist must remain aware of proper social distancing with patients and therapists alike.

The desk area where our receptionist works will be accessible by no-one but her when the receptionist is present.

An acrylic barrier will be on the desk to protect the receptionist when patients are speaking to him/her.

Cash or cheque payment will be handled by the therapist at the end of the session. Patient will be invited to pay via credit cards or e-transfers.

If health documents are provided by patients while our receptionist is present, they will be handled by our receptionist exclusively to avoid multiple contacts. The documents will be scanned by her. Receptionist with sanitize hands before and after handling documents.

#### **4. Protocols intended for therapists**

Therapist will self assess every day before coming to the clinic and will come only if they are COVID-19 symptom free. They can use the self evaluation tool found at <https://bc.thrive.health/covid19/en>

Therapist will be on-time to welcome their patient in the treatment room and avoid the patient waiting in the clinic.

The therapist will wash his/her hands for 20 seconds with soap and water or hand sanitizer:

- when entering or leaving the clinic,
- before and after each patient,
- before putting a mask on and after taking a mask off.

Therapists must wear a mask that covers mouth and nose (cloth or disposable are acceptable). Please see mask donning and doffing procedures section of this document.

Before each session starts, therapists will have a conversation with each patient and:

- do screening to confirm that
  - they do not have COVID-19 symptoms such as fever, chill, cough, shortness of breath, sore throat, stuffy nose or loss of sense of smell, and
  - that they have not travelled outside British Columbia in the last 14 days
- ask the patient to leave the clinic immediately if the above screening shows possible COVID-19 symptoms or travel in the last 14 days. Recommend the patient calls 8-1-1 for further guidance.
- have a conversation to define the patient comfort level and if they require more protection from the therapist or themselves to allow the session to proceed
- establish informed consent from the patient and make sure that the patient understands that the clinic has enhanced clinic guidelines and protocols to minimize the risk of infection but that some risk still exists
- explain to patients that are over 70 years old, immune-suppressed, undergoing cancer treatment, suffering from cardiovascular disease or other conditions that they carry higher risks of having severe symptoms if they contract COVID-19
- educate patient to avoid face touching as it is a vector of infection and to use a tissue if the patient feels an itch or needs to cough or sneeze.



Therapists will attempt to schedule patients at higher risk at a time where they will encounter fewer people in the clinic.

Therapist will provide a relaxed cancellation policy so patients will not be penalized for staying at home if they feel unwell.

Therapists will release their patients on time and schedule 15 minutes between patients to allow for enhanced cleaning procedures. This will allow enough time for one patient to leave before the next one arrives.

Therapists' schedules will be staggered as much as possible to avoid similar start times.

Therapists must remain aware of maintaining proper social distancing with all persons in the clinic, including other members of the team.

It is recommended that therapists have at least one extra set of clean working clothes on site in case their clothes get soiled. Wearing an apron, gown or lab coat is also recommended.

It is also recommended that therapists

have a dedicated set of foot wear that will remain at the clinic.

In order to avoid contamination in your household, it is recommended that therapists remove their work clothes as soon as they come home and place them in a laundry basket and take a shower.

Therapist will follow the cleaning protocol for each room.

Therapists will take care of payments by cash or cheque so the receptionist does not have to handle them.

## **5. Mask donning and doffing procedures**

Donning means putting it on, doffing means taking it off.

Wearing a mask through out a shift is acceptable, but if you take it off (for example at lunch break), you need to put a new clean one on.

If a mask has been soiled, please replace it with a new clean one.

Be aware to wash your hands before putting a mask on and before and after taking it off. Use the elastics, that go around the ears, to put the mask on or or take it off.

A poster can be found at [http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_SurgicalMaskPoster.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_SurgicalMaskPoster.pdf)

## **6. Cleaning protocol of each room**

After each patient the therapist will take the time to change the sheets and pillow cases used with the previous patient.

The high touch areas will be cleaned after each patient as well including face cradle, door handles, desk, computer keyboard and the chair that the patient has used. 70% Isopropyl alcohol in spray bottle or Lysol/Clorox type wipes will be used.

Each room will have cleaning supplies and hand sanitizer available.

## **7. Cleaning protocol of the common area**

The following areas will be cleaned regularly through out the day (at least 3 times a day):

- Door, cabinet, fridge and microwave handles
- Water taps
- Chairs (back and seat)
- Counter tops

70% Isopropyl alcohol in spray bottle or Lysol/Clorox type wipes will be used.

A sign up sheet is posted at the entrance of the kitchen area. Each person doing the cleaning will sign up the sheet when done.



## **8. Signage**

Signs at the front door of the clinic will remind patient to:

- not enter the clinic if they have COVID-19 symptoms or need to self isolate
- maintain physical distancing through out the common areas of the clinic

There will also be proper hand washing signs and cleaning signs posted through out the clinic.

## **9. Communication to patients**

Patient will receive information about the following points:

- When to stay away from the clinic. Cancellation policy will be relaxed.
- Come to the clinic alone as much as possible unless you are coming with for a child's appointment or you need support.
- Come on your appointment time as much as possible
- You will be required to wash your hands when you arrive.
- You are required to wear a mask covering mouth and nose. You can bring your own or we have some in the clinic if you need.
- The clinic is cleaning high touch surfaces very regularly
- We prefer you use credit card or e-transfer to pay. Please avoid using cash or cheques.

This information will be communicated to our patients via:

- Our Fluid Motion website
- Jane booking website
- Initial e-mail to existing patients sent to announce the re-opening date
- Verbal communication with patients over the phone during bookings
- Booking confirmation e-mail sent by Jane
- Standard reminder e-mail to patients from Jane