

Fluid Motion COVID-19 Safety Plan

(Latest version: April 16th 2021)

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 18th, 2020. Therapists are invited to start working gradually with a few patients a day as soon as May 19th 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 25th, 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



- 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

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 11th, May 20th, June 9th and June 12th 2020 and multiple e-mail exchanges and phone conversations.

The latest update was done on April 16th, 2021 to include the most recent changes in the clinic.

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 numbers are indicated on each door starting with room 1 on the north side to room 4 on the south side of the clinic. 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.

Therapists will release their patients on time and will schedule at least an extra 5 minutes between patients to allow time for enhanced cleaning procedures. Please 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 fill the pre-screening questionnaire send by our reception software 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.

Patient will receive a pre-screening email on the day prior to their appointment and will be asked to call the office if there is any concern. The result of the pre-screening email will be placed automatically in their file. If it is unclear if patient can come (for example symptoms above are usual for the patient), the self evaluation tool found at <https://bc.thrive.health/covid19/en> will be used and the recommendation of the tool followed.

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 s/he feels well and symptom free. S/he will use the self evaluation tool found at <https://bc.thrive.health/covid19/en> and follow its recommendations. If the tool recommends a Covid test, the receptionist will get a test and follow the information provided at the test centre. If the tool does not recommend a Covid test, the receptionist will return to work only when the symptoms have disappeared.

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.

In the morning, the receptionist will go through all the files of the patient coming during the day and check that they all have filled up the emailed pre-screening questionnaire. If they have not, she will contact them by phone and ask them to fill the pre-screening questionnaire.

Patient will be invited to pay preferably via credit cards or e-transfers.

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 will use the self evaluation tool found at <https://bc.thrive.health/covid19/en> and follow its recommendations. If the tool recommends a Covid test, the receptionist will get a test and follow the information provided at the test centre. If the tool does not recommend a Covid test, the receptionist will return to work only when the symptoms have disappeared.

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, and
 - that they have not been required to self-isolate.
- ask the patient to leave the clinic immediately if the above screening shows possible COVID-19 symptoms, travel in the last 14 days or a request to self-isolate. 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.

Therapists 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.

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

6. Cleaning protocol of each room

After each patient the therapist will take the time to change or clean all equipments that were 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 provided will be used, special table cleaner will be used for all vinyl surfaces (face cradles and treatment tables) as alcohol will damage that material.

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) with 70% Isopropyl alcohol in spray bottle (please note that the full list is posted at the entrance of the kitchen area):

- Door, cabinet, light switches, thermostat, fridge, microwave, kettle handles
- Water taps
- Chairs (back and seat)
- Counter tops
- Computer, phones and printer
- Washer and dryer handles and control buttons



- Bathroom keys

The cleaning will be done first thing in the morning, at lunch time and at the end of the day. The last person in the clinic will do the final common area clean.

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.

Please note:

- If one uses the computer or the phone in the reception area while the receptionist is not present, please do a quick wipe of the area afterwards.
- Please do a clean up of the kitchen area after using it for your lunch. The kitchen area needs to stay clean and tidy as patients may be using it to wash their hands.
- The receptionist will wash the towels to dry hands and dishes that are located in the bathroom and kitchen areas daily, adding them to a laundry load. They will be replaced with clean ones.

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