

CHAMPLAIN CHIROPRACTIC HEALTH & REGISTERED MASSAGE THERAPY

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

This plan was developed with the goal of reducing the risk of exposure to the virus that causes COVID -19 for both the patients and the practitioners in the clinic. We have outlined the actions that the Massage Therapists, Chiropractors and all visiting patients must commit to, in order to resume the clinic services.

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 patient and the therapist
- 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 protection equipment (PPE)
- Meeting professional obligations, particularly related to informed consent and liability insurance

SELF-ASSESSMENT for symptoms of Covid -19: for patients and 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 CCHM.janeapp.com, and the online booking software will send them a copy of the protocols as part of the Covid 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 stay home if they experience any of the covid -19 symptoms.
- questionnaire will be automatically send via text or email for the patient to fill out. Once they have completed the questionnaire it will be placed into the patients chart and documented

*The tool can be found at <https://bc/thrive.health/covid19/en>

- As needed, the therapist will contact the patient prior to their appointment as to discuss using the self-assessment tool.
- The therapist will use the BC COVID 19 self-assessment symptoms tool herself, daily and commits to cancelling 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 patient or therapist presents with even mild symptoms.
- **Signs of Covid-19 are:**

- Fever
- Dry Cough

- Chills
- Shortness of breath
- Sore throat or pain when swallowing
- Loss of sense of smell
- Headache
- Muscles aches
- Fatigue
- Loss of appetite

- Covid -19 symptoms may range from mild to severe.
- 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.
- The patient will be required to sign (electronically a consent liability waiver with respect to Covid-19 prior to every appointment.
- As a part of the consent form, patients must commit to understanding that while we have taken all measures to minimize risk of viral transmission, the nature of the therapies offered mean that physical distancing is not possible in the treatment room.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.
- The therapist and patient must agree that the therapeutic benefit of treatment outweighs any potential consequence of treatment, including the possibility of transmission.
- Patients who develop even mild illness and symptoms must cancel booked appointments, even without notice. They will NOT be charged any late cancellation fee if they cancel due to illness.

Upon Arrival

- The therapist will advise the patient of her current results from online BC Covid-19 Symptom self assessment tool.
- Patients will be asked to confirm their own current results from the online BC Covid-19 Symptoms self assessment tool.
- Masks must be worn at all times within the clinic space. If the patient has a mask, they are asked to wear it upon entering the clinic space. If the patient does not have a mask, a single use mask will be provided and they will be asked to wear within the clinic space.
- Patient must confirm they have not travelled outside BC within 14 days to their appointment.
- The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria upon presentation at the clinic and will ***BE CHARGED*** for scheduled appointment.

PHYSICAL DISTANCING

Reception Area / Entry into Clinic Space

- Patient must arrive unaccompanied (minors that are new patients, people with needs to be accompanied will not be treated at this time, unless arranged with therapists prior to appointment).
- the Therapist and patients must keep a distance of 2 meters (6feet) when in the clinic space, EXCEPT when in the treatment room.
- Patients are asked to arrive on time and not early or late for appointment times.
- Patients are asked to wait outside the building or in their vehicles until scheduled appointment time.
- Appointment times are scheduled to reduce the potential for patients crossing paths and to allow for time in between sessions for enhanced cleaning.
- Water cooler has been removed as well as all other items that are not necessary in the reception area. Please bring a personal water bottle if need be.
- Whenever possible the practitioners will open and close the doors to the clinic and treatment rooms. When patient exits treatment room tissue will be required to use to open the door from the inside.

Within the Treatment room:

- It is not possible to maintain physical distancing while in the treatment room.
- Patients will be asked to place all personal belongings within a plastic basket, which can be disinfected between patients.
- Patients will be ask to remove from the clinic everything that they bring with them.

Restroom for patient use:

- Patients are **strongly encouraged** to use the restroom prior to their appointments.
- Washroom key will be provided only if asked for by the patient and patient will use sanitizer on the key and hands upon its returned used.

Hand Hygiene:

Reception Area / Entry into clinic space

- Immediately upon entering the clinic space the patient will sanitize their hands prior to entering treatment room.
- Therapist will wash hands thoroughly for 20 seconds between patients, before and after disinfecting spaces, before donning or doffing PPE.
- Hand washing protocols will be posted visibility in the reception area and by the sink.

Payment-

- use of Tap for plastic cards and e-transfers is preferred.
- POS machine is available where tap isn't possible, and it will be sanitizes after used.
- **Cash will not be accepted at this time.** For patients that currently pay with cash please discuss with therapist prior to scheduled appointment.
- **Receipts will be emailed, NOT PRINTED**

In the Treatment Room

- The treatment room door will be open to allow the patient to enter right away.
 - Patients will place any belongings into the plastic bin supplied and is asked to stand on the X marked on the floor (at the foot of the table)
 - Therapist will open/close the door before, during and after the treatment as required.
 - Cloth or tissue will be used by the patient to open the door when exiting the treatment room (to act as a barrier).
 - Hand sanitizer will be available inside and outside the treatment room.
 - The door and door handles will be disinfected between each patients.

Avoid Face Touching

- therapist will communicate with he patient that Coronavirus can be transmitted by touch if droplets are on the hand when it touches the face, as such it can transfer those infected droplets to the mouth, nose or eyes.
- Therapist will wear a mask at all times
- Patients are required to wear a face mask that covers both the nose and mouth at all times within the clinics space with the exception of Prone (face down) treatment.
- External TMJ work will not be conducted at this time unless the benefits outweigh the risk of transmission of Covid-19.
- Musculature of the face will not be palpated or treatment at this time.

Enhanced Cleaning

- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room.
- Visibly solids surfaces will be cleaned with disinfectants by Canada Health approved for the use against Covid-19.
- Common areas will be cleaned and disinfected at least twice a day
- All high touch surfaces will be cleaned and disinfected between patients, regardless of appearances.
- High volume touch surface include (but not limited to); door knobs, POS machine, Electronic devices, table surfaces, chairs and facets, etc...
- The treatment table, table levers, face candles, lotion bottles will be disinfected immediately after each treatment.
- There will be no use of hydrotherapy supplies, thermaphores and table warmers **NOTE**-blankets will be made available only if requested by patient.
- All linens, including blankets and pillow cases are single use.
- A disinfected plastic bin has been placed in side the room. The patient will be asked to keep all of their belongings in this bin during the treatment.

Personal Protective Equipment

- The therapist will wear a face mask at all times while working with the patient.
 - Patient is required to wear a clean face mask in the clinics space at all times.
- *If the patient has their own fabric face mask they are requested to wash and clean it prior to use and arrive to the clinic wearing it.*

**if the patient* does not have their own face mask, a single use non-medical mask will be provided once they arrive at the clinic.

Professional Obligations

Liability insurance

- The therapist is following all the health and safety guidelines outlined by the Registered Massage Therapists Association of BC, the College of Massage Therapy of BC and the Provincial Health Officer to the best of their ability. They are taking all reasonable precautions to clean and disinfect the clinics and all the surfaces within the treatment room.
- **NO GUARANTEES** have been made by the therapist, that the patient may not come in contact with COVID-19 at or during the Appointment.

IN the event that a patient tests positive to Covid-19 having been to massage therapy appointment within the 14 days prior to onset of symptoms.

-Patient will immediately contact the therapist and inform them of his/her positive test results and possible transmission.

IN the event that a patient alleges they caught COVID-19 from the therapist

- Therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of RMT and the ***name and Contact details off the patient.***

- the patient must agree to the release of this information under there's circumstances in order to receive treatment.

- All massage therapist appointment will be cancelled and the therapist will cease to provide services until the public health has investigated provided direction.

IN the event that the therapist catches COVID-19 or displays symptoms of Covid-19

- the therapist will immediately self-isolate

- The therapist will call the public Health at 8-1-1 to report the symptoms and request access to covid-19 testing.

Asymptomatic spreaders

- Symptomatic transmission of the coronavirus is an unavoidable risk of the practice until we've acquired herd immunity, there is an effective treatment of vaccine against Covid-19.
- These protocols have been put in place to help mitigate the risk as outlined in the preceding documentation.
- No guarantees have been made by the therapist and clinic, that the patient may not come in contact with Covid-19 at or during an appointment.

INFORMED CONSENT

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

- Any massage therapy / Chiropractic treatment involves some risk of covid-19 transmission;
 - the therapist is following protocol to help reduce or mitigate risk where possible, but the that risk cannot be reduced to ZERO;
 - the patients consents to the treatment despite some risk;
- And the RMT / Chiropractor will document the patient consent in advance and at every treatment.