



BODYOLOGY WELLNESS INC.

# CLINIC PROCEDURES

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## COVID 19 RESPONSE

June 10, 2020

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## **TABLE OF CONTENTS**

<b>CLINIC COVID CONTACT REDUCTION MEASURES</b>	<b>PAGE 2</b>
<b>STAFF COVID CONTACT MEASURES</b>	<b>PAGE 2</b>
<b>HAND WASHING PROCEDURES</b>	<b>PAGE 3</b>
<b>CLINIC SANITATION PROCEDURES</b>	<b>PAGE 4</b>
<b>PPE REQUIREMENTS</b>	<b>PAGE 4</b>
Face	<b>PAGE 4</b>
Procedural/Surgical Mask	<b>PAGE 4</b>
Eye Protection	<b>PAGE 5</b>
Aprons	<b>PAGE 5</b>
Gloves	<b>PAGE 5</b>
<b>Appointments</b>	<b>PAGE 6</b>
Procedures for Appointments	<b>PAGE 6</b>
Pre-screening	<b>PAGE 6</b>
Appointment	<b>PAGE 6</b>
Post Appointment	<b>PAGE 7</b>
Bemer	<b>PAGE 7</b>
<b>Bookings</b>	<b>PAGE 7</b>
Therapist Schedules	<b>PAGE 7</b>
<b>Cancellations or No Shows</b>	<b>PAGE 8</b>

## CLINIC COVID CONTACT REDUCTION MEASURES

- Required Signage will be posted throughout Clinic as required by AHS and NHPC Guidelines.
- QR Code will be placed on front door for pre-screening and digital check-in.
- Clients are asked to follow proper Hygiene practices. Recommended practices are:
  - o Washing of Hands or using Hand sanitizer when entering and leaving the clinic
  - o Client is required to mask while in clinic; but has the right to refuse if they meet the pre-screening criteria.
  - o Individual hand towels will be given to each client when entering and will be discarded at the front door upon exiting. This towel will be used to open and close the treatment room door, and the bathroom door.
  - o Please shower before and after your appointment.
- All Clients will be asked to complete Pre-screening forms before their appointment.
- Any Client that is not feeling well and/or experiences any symptoms listed below asked to not come for appointment and stay home.
  - o Symptoms include:
    - Fever
    - A new cough or a chronic cough that is worsening
    - Shortness of breath that is new or worsening
    - Difficulty breathing •
    - Sore throat
    - Runny or stuffy nose
- Any Client that has had any immediate exposure or has travelled in the last 14 Days is asked to stay home and reschedule.
- Any Client that shows signs of COVID -19 within 10 Days of treatment is asked to notify the clinic as soon as possible.
- Removal of all non-essential high-touch items like magazines and toys from lobby and treatment rooms.
- Water cooler to not be used by clients.

## STAFF COVID CONTACT MEASURES

- Chief Medical Officer of Health (CMOH) Order 05-2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- If a therapist does come to work sick, or becomes sick while at work, the following requirements apply:
  - o Therapists who appear to have acute respiratory illness symptoms (e.g., cough, shortness of breath) upon arrival to the workplace, or become sick while at the workplace, should begin isolation at home immediately.

- Symptomatic therapists should follow hand hygiene and respiratory etiquette and maintain at least 2 metres away from other therapists and clients while leaving the premises.
- If the individual does not have their own transportation, business owners/management should support them in arranging for transportation home where needed:
  - Symptomatic/sick individuals are not allowed to take public transportation under CMOH Order 05-2020.
- Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.
- The employer should immediately record the names of all close contacts of the sick worker has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.
- If one therapist shows symptoms or tests positive clinic will be closed and all therapists will be tested. Clinic will be reopened with therapists after a negative test has occurred.

## **HAND WASHING PROCEDURES**

- Wash your hands for at least 20 seconds using an adequate amount of soap.
- Rub hands together to create friction, rinse under warm running water, and dry them with single-use towels.
- Turn off the tap with single-use towel.
- When hands are not visibly soiled, you may use an appropriate alcohol-based hand sanitizer with at least 60% alcohol and approved by Health Canada.
- Handwashing stations or hand sanitizers to be available inside the clinic environment, treatment room, and reception area.
- The above handwashing protocols should be used by all staff in the following situations:
  - Upon entering and exiting the Clinic
  - Before and After treatments
  - After handling dirty laundry
  - Before and after putting on and taking off personal protective equipment
  - After cleaning client contact surfaces
  - Upon completion of any touch-based administrative tasks (e.g. payment transactions) Remind clients to wash their hands or use hand sanitizer when entering and exiting the practice environment.

## **CLINIC SANITATION PROCEDURES**

- Cleaning Procedures to be a minimum what is dictated through AHS and NHPC Guidelines. These include but are not limited to:
  - o Rooms to be Cleaned and Disinfected between appointments sanitizing the rooms and documented in file to be kept in office
  - o Cleaning and Disinfecting of bathroom every three hours while clinic is open and documented in file to be kept in office.
  - o Bemer is to be cleaned and disinfected between uses by staff and will be tagged as clean
  - o Disposing of sheets, towels and sanitizing them in washer and dryer as outlined by AHS and NHPC guidelines.
    - All laundry is recommended to be washed with warm water and dryer to be used on high heat setting.
  - o Storing clean linens in sealed totes outside of treatment rooms
  - o Dirty linens to be disposed into washing machine as soon as used.
  - o Treatment rooms to be stripped of non-essentials.
  - o Using proper approved cleaning products in clinic as dictated by AHS and NHPC Guidelines.
  - o Proper disposable of PPE as outlined by AHS.
  - o All items that cannot be easily cleaned, such as newspapers, magazines, and stuffed toys are to be removed from common areas and treatment rooms.

## **PPE REQUIREMENTS**

- Therapists will follow PPE Guidelines set forth by AHS and NHPC as a minimum standard in our clinic.
- At a minimum the requirements for Therapists will be masks and glasses.
- Other forms of PPE may be required as well. See below for information on all types of PPE and when it is recommended to wear them.

### **Face Protection**

- o Face protection can provide a barrier to protect a therapist's eyes, nose, and mouth from coming into contact body fluids expelled when a client coughs or sneezes. Face Protection such as a shield is required in clinic when working in patient's mouth.

### **Procedural/Surgical Masks**

- o Masks reduce the risk of splashes, droplets, saliva or spit from contaminating the skin and mucous membranes of the wearer's nose and mouth. Masks are

required to be worn by therapists for all appointments. Masks must be changed or cleaned and sanitized when they become soiled or moist. It is preferred that masks are changed after every appointment.

- Clients will be required to wear a face mask during treatment.
  - To properly wear a mask:
    - Wash your hands before putting on and immediately after taking off the mask
    - Ensure a snug fit over the nose and under the chin • wear the mask with the moisture-absorbing side against the skin
    - Change the mask when it is moist or soiled
    - Only touch the elastic or ties when removing the mask
    - Do not wear the mask around the neck
    - Discard single-use masks in a waste container

## Eye Protection

- This can include safety glasses, goggles, or face shields. Prescription eyeglasses alone do not provide sufficient protection from COVID-19. Eye protection must be changed or cleaned and sanitized when they become soiled or moist.

## Aprons

- Aprons may help protect therapist's clothes from contamination when providing treatments. Aprons can be either cloth or a plastic; cloth aprons should be changed between clients and laundered on the hottest setting possible, while plastic aprons should be cleaned and disinfected between clients. Aprons are not required but can be used at therapist's discretion.

## Gloves

- Single-use disposable gloves are not required during treatment, as long as appropriate handwashing protocols are used. However, individual practitioners and clients may prefer that the practitioner wear gloves during the treatment session as an extra safety measure. Gloves are mandatory for all oral work.
- If therapists choose to wear gloves while practising, they must continue to follow handwashing protocols and also follow these glove-wearing protocols:
  - Wash your hands properly before you put on gloves and after you remove them.
  - Remove and replace your gloves when they become heavily soiled, when working between clients, and when switching between dirty and clean tasks.
  - Remove gloves carefully, using only glove-to-glove or skin-to-skin technique to prevent contaminating your hands.
- Gloves should be worn in the clinic when:
  - Performing oral treatments
  - Cleaning contaminated items and linens

- Performing routine environmental cleaning in your clinic
  - Handling waste
  - A health alert requires you to wear them
- All Clients will be required to wear a mask during their appointment. Masks will be available for a fee at the clinic, if client doesn't supply their own.

## Appointments

- All appointments will be classified as 1 Hour appointments for billing purposes
  - o Appointments will consist of:
    - Pre-screening
    - Appointment
    - BEMER usage (if additional service is selected)
    - Post appointment

## Procedures for Appointments

### Pre-screening

- o Pre-screening form will be sent out via email and will need to be filled out and sent back for review within 24 hours of appointment.
- o Virtual pre-screen will be done after receipt of emailed form and up to 24 hours before arrival to clinic via JANE app. Instructions to follow.

*Covid -19 Pre-screening is **MANDATORY** for every appointment. Failure to complete this will be treated the same as a NO SHOW and charged full price. If you do not qualify to be treated after your pre-screening, we will gladly rebook your appointment for the following month.*

### Appointment

- o All clients will be asked to wear a MASK during their entire time in the clinic. (Clients have the right to refuse wearing masks. However Therapists also have right to refuse treatment if they feel unsafe)  
Clients are asked to provide their own if possible.
- o Arrive 5 minutes before your scheduled appointment. There is no entry before your scheduled arrival. We require notification if you are not able to arrive on time. Any late arrivals will be deducted from your treatment time; 15 minutes late will be treated as a no-show and will be billed in full.

- Upon arriving and leaving, hand sanitizer is required before mask is secured or after mask is disposed.
- BEMER can be added to all appointments at an added cost.
- Clients to attend appointments unaccompanied, unless accompaniment is necessary (e.g., a parent or guardian may be necessary where services are provided to minors or elderly).

## Post Appointment

- Post Appointment could include but not limited to the following:
  - Videos
  - Emails
  - Virtual Appointment
  - Home Care / Self-Care plan specific to your needs.

## BEMER

- The BEMER will be only available as an add on to an appointment during clinic hours.
- Bemer will no longer be available for standalone appointments during clinic hours.
  - (Please Contact Kristen/Becky for other arrangements)
- **All Bemer users will need to fill out a new consent form. This consent form will be emailed out with Pre-screening form and only needs to be filled out once.**

## Bookings

- Appointments will be booked at staggered times to limit clients in lobby at one time.
- Direct deposit or Credit payment is preferred.
- Tap Payments will also be accepted.
- No new appointment will be booked until payment in full is received.
- There will be NO CASH accepted in the CLINIC until further notice.
- New Clients by referral only.
- WALK IN APPOINTMENTS will not be allowed until further notice.
- PLEASE note that Phone Messages will be checked when clinic is back operating.

## Therapist Schedules

- Therapists will be booking appointments at staggered start times to limit exposure
- Bookings will be only allowed 2 month out till further notice.

This approach to your treatment will limit the chance of contact between clients and therapists.

## Cancellations or No Shows

- Cancellations are to be made 24 Hours in advance
- If appointment is cancelled due to Pre-Screening there will be no charge.
- All NO SHOW Appointments will be charged 100% of Fee
- NO SHOW's will result in having on line booking privileges revoked.

*If you have any questions or concerns, please contact us on our clinic email:*

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