

COVID-19 Return-to-Work Policy and Procedures

Last updated: May 27, 2020

Staff Training

- All staff are fully aware and trained for protocol and procedure in regards to the guidelines below

Client Scheduling

- All appointments should have at least 15-30 minutes of leeway in between each of them in order to fully disinfect the treatment area, exercise area (if required), and all tools or equipment used and touched during the session
- Clients and their accompanying parent/carer who cite viral symptoms or possible COVID exposure (as per screening) will not be permitted to attend their consultation and are to have their cancellation fee waived without question. They will not be rescheduled within two weeks or upon proof of a negative COVID test
- No scheduling within two weeks of a client traveling out of province
- Clients are to be notified of the required compliance before arriving for appointment, including the requirement for informed consent before treatment can take place

Clinic Entry and Exit

- Front door to remain unlocked. Sign to be placed on front door to notify clients to wait outside or in their vehicles if there are already **two** people in the waiting area
- Client entry should be limited to the front door only
- Practitioners to ensure the common spaces are clear before guiding clients through the clinic so that appropriate social distancing can be maintained

Practitioners-General

- Change into clean clothes when arriving at the clinic
- Wash hands thoroughly with soap and warm water for 20 seconds before touching any objects in office
- Wipe down external and internal door handle or any door handle touched before washing hands

- **Practitioner - First Arrival of Day**
 - Ensure instructional signage is clearly visible outside of front door
 - Ensure furniture positioning in common areas is in compliance with 6 foot social distancing
- **Clients**
 - Preferably, wait outside of office prior to appointment (outdoors, in vehicle). Only enter and wait in waiting area **if less than two people** are already in the waiting area
 - **Practitioner gains verbal confirmation of screening measures, regardless of client's visit frequency and records client response**
 - Practitioner asks for any needs or requirements of the client
 - Client (or parent/companion) washes hands thoroughly with soap and water for 20 seconds **upon entering and before leaving clinic**. Alcohol based hand sanitizer (WHO approved) also available in waiting area, bathroom and all treatment rooms

Waiting Area

- Plastic waiting chairs only. Only two chairs to remain, greater than two meters apart. No more than two clients waiting in waiting area at any one time. Chairs to be sanitized between clients (wiped down before taking client into treatment space, ready for next waiting client)
- Clients are to be informed to arrive close to appointment time and to wait outside of clinic if arriving early
- Social distancing poster to be visible at front door that pertains to waiting both outside and in the waiting area
- Pre-screening signage outside of front door for client information
- Clients must be informed that no companions will be permitted to wait for clients inside clinic during appointments
- Clients may have caregiver assistance to enter clinic, but the caregiver must wait outside of premises after entry
- Parents of minors may be present if they are inside treatment room and accompanying the appointment, but otherwise must wait outside of premises as well. They must also agree to follow hand washing and all other guidelines
- No pets permitted into clinic except for mandatory guide dogs; Extra hygiene precautions must still be respected in these cases
- All magazines, books and children's toys removed from waiting area
- Tea and water provision removed/unavailable in waiting area
- Social distancing poster visible in waiting area

Reception

- Not applicable to Growing Bodies Wellness

Bathroom

- Bathrooms to be used only if necessary
- Signage to indicate: After use, wipe down toilet seat, faucet, light/fan switch, door handle
- Disinfectant for wiping down provided
- Single use hand towel provided
- Soap and hand sanitizer provided
- Contactless garbage can provided

Appointments

- Where possible, clients/parents/carers are asked to have a fresh change of clothes on or ready to change into that they did not previously wear to other public establishments or workplaces.
- Client/parent/carer change of clothes, shoes, and any/all personal items must be kept in a plastic cleanable bin in treatment room to be sanitized between every client
- Whenever possible, conduct exercise within treatment room and only use external movement space if required. All equipment to be sanitized between every client
- Practitioner to guide client out of treatment space to the front door, checking the common space is clear first

Shared areas (practitioners)

- All practitioners to continue to work solo in their designated space
- No shared use of phone/s, payment devices, computers and tables
- Minimize number of practitioners in the space at any one time but adjusting schedules (change of days, staggering appointments)
- Avoid socializing in person in the clinic (unless 6 feet distancing can be maintained)
- One person at a time in kitchenette area

PPE

- Practitioners to wear reusable cloth masks for all appointments
- Clients will be asked to wear a disposable or their own reusable mask for appointments
- Reusable masks must be ensured to be clean and not previously worn by others
- Osteopathic practitioners to wear aprons during client treatments that are sanitized or disposed of between clients

- Wash hands with soap and water for 20 seconds prior to handling mask to put on, take it off, or dispose in garbage or laundry
- Gloves and a plastic apron are available should a client request them

Clinic Supplies

- Communal clothing (shorts will no longer be provided to clients)
- Reusable cups and other dishes will not be provided to clients. Tea and water provisions will not be available
- Clean linens and towels to be stored centrally outside of treatment rooms or in sealable container to avoid contamination
- Linens to be changed between every client OR plinths to be free to linens and sanitized between clients
- Pillow case and pillow covering towels to be changed between every client OR vinyl pillow cases to be used and sanitized between clients

Administration

- Electronic payment preferred
- Electronic receipts and exercise program provision only
- Computer, payment terminals, desk, etc. to be disinfected between clients

Cleaning

- Start of day
 - Wash hands with warm water and soap for 20 seconds
 - Clean all high touch surfaces in all rooms and spaces: door handles, light switches, chairs, electronic equipment, clinic surfaces
 - Treatment table to be either free to linens or clean linens to be installed
- Between appointments
 - Wash hands with warm water and soap for 20 seconds
 - Ventilate treatment space for a few minutes, where possible
 - Disinfect glasses, if worn
 - Clean treatment table (including any adjustment levers, massage lotion bottles and any other equipment used during treatment session) OR change linens (dirty laundry to be placed in basket designated for dirty laundry)
 - Clean all high touch surfaces: door handles, switches, chairs, clinic surfaces, electronic equipment

- Clean any tools, items, debit machines, etc. that were contacted
- Clean exercise matt on floor, if used
- Clean all used exercise equipment that was touched
- Clean personal-item bin
- Wipe down treatment door handle on both sides

- Frequently clean (at least three times per day)
 - Handles: doors, cabinets, faucets, fridge, microwave, electronic devices, phones, payment terminals, exercise mat
 - Chairs, including arm rests
 - Desk and table surfaces
 - Bathroom including high contact surfaces: wipe down toilet seat, faucet, light/fan switch, door handle

- End of day
 - As per between appointments
 - Wipe down light switches and heat control pad
 - Wipe down waiting area chairs
 - Wipe down all clinic room doors on both sides

NB.

All cleaning/wiping down to take place with products approved by the Canadian government and appear on the 'Disinfectants for Use Against SARS-CoV-2 (COVID-19) list'

Hand sanitizer provided to be WHO approved