

Mountainview Chiropractic and Massage Therapy Plan for Return to Clinical Massage Practice in Respect of Covid-19

This plan was developed with the goal of reducing the risk of exposure to the virus that causes Covid-19 for both patient, practitioner, and staff within our clinical setting.

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

Covid-19 Symptoms may range from mild to severe. Patients are required to cancel appointments if they experience what they determine to be 'just the sniffles,' 'seasonal allergies' or 'just feeling under the weather,' on the day of their appointment.

- **Patient must confirm that they have not travelled outside British Columbia within 14 days prior to their appointment.**
- **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 form with respect to Covid-19 prior to every appointment.**
 - **As a part of the consent form, patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of massage therapy means 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 if necessary.**
- **The therapist and patient must agree that the therapeutic benefit of massage therapy outweighs any potential consequence of treatment, including the possibility of viral transmission.**
- **Patients who develop even mild illness or symptoms must cancel booked appointments, even without notice.**
They will not be charged a late cancellation fee if they cancel due to illness.

Upon Arrival

- The therapist will advise the patient of their current results from online BC COVID-19 Symptom Self-Assessment tool.
- Patients will be asked to confirm their own current results from our online COVID-19 Screening and Consent Form.
- Masks must be worn at all times within the clinic space. If the patient has a mask, they are asked to bring it with them and wear it when they arrive. If the patient does not have a mask, a single-use mask will be provided for them to use upon entering the clinic space.

The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria upon physical presentation at the clinic.

Physical Distancing Reception Area

- Plexiglass shielding has been installed at the front desk area for protection
- Chairs in the reception area have been reduced to allow for safe distancing
- The therapist and the patient will do their best to maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room.
- Appointment times are scheduled to reduce the potential of patients crossing paths as much as possible, and to allow for time between sessions for enhanced cleaning.

Entry into Clinic Space and Reception Area and Hand Hygiene

- Patients are asked to arrive on time and not early or late for appointments.
- Patients must arrive unaccompanied.
- Patients are required to wait in their vehicles, contact the clinic to let us know they have arrived, and wait until they are contacted to come in and the therapist will open the door and guide them in.
- Immediately upon entering the clinic space the patient must go directly to the restroom and wash their hands with soap and water for at least 20 seconds and dry them thoroughly. If unable to do so, hand sanitizer is available for use.
- If hands are visibly soiled, the patient must opt to wash hands thoroughly first.
- The therapist will wash hands thoroughly for at least 20 seconds between patients, before and after disinfecting spaces, and before donning or doffing other PPE like face masks or shields.
- Hand washing protocols will be posted visibly in the reception area and at all sinks.

Payment

Payment occurs in the reception area. A wireless Point of Sale system with Tap is available for card use, as well as credit card payment through our Jane booking system, with patient's consent. In the event that this does not work, an invoice may be emailed to the patient in order that they pay it online. Use of cash is discouraged, but used only if all other options have been exhausted. Receipts sent via email are preferred, but printed receipts can be given at time of payment if required.

The POS machine will be sanitized between each patient.

In the Treatment Room

- The therapist will open the door to the treatment room and allow the patient to enter. The therapist will open/close the door before, during and after the treatment as required – reducing the need for the patient to touch the door. Patients will be permitted to open the door for themselves after the treatment to let themselves out of the treatment room.
- Tissue is available inside the treatment room that the patient may use as a barrier when opening the door. Hand sanitizer is available within the treatment room; patients will be asked to wash or sanitize their hands after the treatment. The door and door handles will be disinfected between each patient.
- Heating pads will only be used if they have a nonporous cover that can be disinfected.

Personal Protective Equipment

- The therapist will wear a face mask at all times and may choose to use a face shield while working with a patient.
- The therapist's face mask will be changed between appointments.
- The therapist's face shield will be disinfected and/or changed between appointments.
- Gloves are not recommended during treatment, but can be used at patient's request.

Gloves may be appropriate to use when over-use of cleaning and/or chemicals causes skin irritation, or when the therapist's hands or skin of the hands are otherwise injured. Hands will be washed prior to putting the gloves on and immediately after removing them.

Avoid Face Touching

- The therapist will communicate with the patient that coronavirus can be transmitted by touch if droplets are on the hand when it touches the face, it can transfer those infected droplets to the mouth, nose or eyes.
- Tissue will be available throughout the clinic: in the reception area, treatment room and washroom in order that patients and the therapist may use tissue to address an itch and/or touch the face for any other reason.
- The therapist will wear a mask and /or face shield .
- Patients are required to wear face masks that cover both the nose and mouth while inside the clinic space.

Enhanced Cleaning

- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room.
- Visibly soiled surfaces will be cleaned followed by disinfection with a Canada Health Approved for use against Covid19 disinfectant.
- Common areas will be cleaned and disinfected at least twice a day, including restrooms.
- All high touch surfaces will be cleaned and disinfected between patients, regardless of appearances. High touch surfaces include (but are not limited to) light switches, chairs, door handles, POS machine, electronic devices, counter surfaces, etc. The treatment table, table levers, face cradle, lotion bottles, stool cover, and chair will be disinfected immediately after each treatment.
- All linens, including blankets and pillow cases are single use only and will be laundered using hot water and soap and dried after each use.
 - A disinfected plastic bin has been placed in the treatment room. The patient will be asked to keep all of their personal belongings in this bin during the treatment, and will be disinfected after each use.
- A Cleaning and Disinfectant for Clinic Setting Poster will be on Display in the reception area.

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