

COMOX VALLEY OSTEOPATHY COVID-19 SAFETY PROTOCOLS
(LAST UPDATED ON NOVEMBER 24TH 2020)

PLEASE NOTE THAT YOU MUST CANCEL YOUR EXISTING APPOINTMENT AND DO NOT BOOK A NEW APPOINTMENT IF YOU ARE EXPERIENCING ANY OF THE FOLLOWING SIGNS OR SYMPTOMS:

- Severe difficulty breathing
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness
- Shortness of breath
- Inability to lie down because of difficulty breathing
- Chronic health conditions that you are having difficulty managing because of difficulty breathing
- Flu Symptoms: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite
- General feeling of being unwell

OR IF ANY OF THE FOLLOWING APPLY TO YOU...

- You have travelled to any country outside Canada (or a province outside BC that has a requirement to quarantine) within the last 14 days
- If you have provided care or have close contact with a person with confirmed COVID-19
- You have tested positive for COVID-19
- You have been asked to self-isolate or self-monitor in the last 14 days

PRE-SCREENING PRIOR TO AND AT THE TIME OF YOUR APPOINTMENT:

- All patients (and staff) are required to use the BC COVID-19 Self Screening tool (<https://bc.thrive.health/covid19/en>) before attending an appointment.
- 24 hours before your appointment you will be sent a COVID-19 questionnaire, which you must complete before your appointment.
- Upon arrival to your appointment you will be asked the COVID-19 screening questions again by your practitioner.

- Anyone who is symptomatic and/or does not meet the pre-screening criteria will be asked to leave the clinic, contact 811 for testing and reschedule their session when it is clinically indicated.
- Please note that there will be no cancellation fees for cancellations related to COVID-19.

ADDITIONAL CONSENT

- Additional consent will be obtained, there is a separate section on each patient's intake form for completing the COVID-19 liability waiver form.

PREPARATION FOR YOUR APPOINTMENT

- You will be expected to bring your own mask, and kindly wear it throughout the duration of the time at the clinic. If you do not have a mask, we will provide one for you, for a fee of \$1.
- Please bring clean clothes for your session, you will not be permitted to wear the clothes that you arrived in.
- You will be asked to sanitise your hands prior to and after your session, following the guidelines outlined by the CDC.
- Patients must arrive unaccompanied unless the patient is a minor who requires a parent/guardian, or is medically required to have a chaperone.
- Electronic forms of payments are encouraged, please arrange for either an e-transfer to be sent prior to your appointment or pay with a debit or credit card at your appointment.

WHAT TO DO UPON ARRIVAL FOR YOUR APPOINTMENT:

- Please show up on time for your appointment, but please do not arrive early.
- When you arrive please wait outside the front door, this is where your practitioner will ask you the screening questions and you will have your temperature taken.
- If you do have any signs/symptoms/risk factors associated with COVID-19 you will be asked to reschedule your appointment.
- Please wear a mask at all times, avoid touching your mask when it is on and please do not take your mask off until you have left the clinic.
- We will provide sanitiser at the front desk. We ask you sanitise your hands for 20 seconds, both before and after your appointment.
- Please do not bring any non-essential belongings with you to your appointment.
- Non-essential companions will be asked to wait outside of the clinic.

PHYSICAL DISTANCING

- Only 2 people will be allowed in the reception area at a time.
- Members of the public and staff should be two (2) metres from each other when possible.

HAND WASHING

- This includes washing hands with soap and water or using alcohol-based hand sanitiser. Washing hands is preferred whenever possible. Alcohol-based hand sanitiser must be approved by Health Canada, with a minimum of 70% alcohol.
- The practitioner will wash hands thoroughly for at least 20 seconds between patients or after touching any surfaces that may be contaminated.

CLEANING AND HYGIENE PROCEDURES:

- There will be 15 minutes between patients to ensure adequate time for sanitation and ventilation of the clinic space to take place.
- Clinical contact surfaces (e.g. treatment tables, procedural work surfaces, clinic room seats, etc.) will be cleaned and disinfected after each patient.
- Commonly touched areas are cleaned and disinfected after being touched, and between patients. These areas include: light switches, stools, chairs, doorknobs, table surfaces, touch screens/mobile devices and keyboards etc.
- The payment machine will be cleaned and disinfected after each patient.
- Any fabric items, such as towels, sheets, treatment table covers etc. that are used in the clinic must be laundered in hot water with regular laundry soap before being dried and used again.

THE USE OF PERSONAL PROTECTIVE EQUIPMENT:

- Practitioner will wear a face mask at all times while working with a patient.
- Patients are required to wear their own clean and suitably fitted face mask (no gapping).
- If a patient does not have a face mask, a single-use face mask will be provided at the time of their treatment (for a fee of \$1).
- All masks must be discarded and replaced when wet, damaged, soiled or if it has been taken off.

- Please avoid touching your mask or face when in the clinic. To remove your mask when you leave the clinic, do so by only touching the elastic ear loops, then sanitise your hands.

PAYMENT METHODS

- Accepted payment methods include: E-transfer, Debit, Credit cards and Cheques.
- WE ARE NOT ACCEPTING CASH AT THIS TIME.

IF A PATIENT EXHIBITS SIGNS OR SYMPTOMS OF COVID-19 WHILST IN THE CLINIC THE PRACTITIONER MUST:

- Establish and maintain a physical distance of at least two meters.
- Explain the concern that they are symptomatic, discontinue treatment and reschedule the appointment.
- Advise the patient that they should self-isolate and call Health Link 811 for guidance.
- Clean and disinfect the clinic immediately.

IF A PATIENT OR PRACTITIONER HAS VISITED THE CLINIC AND IS NOW TESTING (OR HAS TESTED) POSITIVE FOR COVID-19:

- Practitioners are required to call Health Link (811) to receive guidance.
- If a patient communicates to the clinic that they have tested positive for COVID-19 after they have been in for treatment, the practitioner who treated that patient will be obligated to self-isolate for 14 days.
- After the treatment room has been ventilated, it will be sterilised.

ADDITIONAL CHANGES:

- No magazines or books will be available in the waiting area.
- No tea or water will be available at the clinic.
- Please do not loiter in the clinic before or after your session.