

Plan for return to clinical practice during the COVID-19 pandemic.

This plan was developed with the goal of minimizing the risk of transmission of COVID-19 to patients, practitioners and staff within our clinical setting. Here, actions are identified that everyone entering Evoke Wellness Centre must agree to commit to in order to resume in person services. It must be understood that while measures have been taken to minimize risk of viral transmission, the nature of our business means that physical distancing is not possible in the treatment room.

“The virus is not known to be airborne (e.g. transmitted through the particles floating in the air) and it is not something that comes in through the skin.

It can be spread by touch if a person has used their hands to cover their mouth or nose when they cough. That’s why we recommend you cough or sneeze into your arm and wash your hands regularly.”

Source: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>

The overall the aim of these protocols is to reduce potential COVID-19 transmission by:

- Required ongoing self-assessment for signs of COVID-19 related illness in patients, practitioners and all clinical staff
- Reducing all physical, non-treatment related interactions amongst all people within the clinical 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

Self-Assessment for Symptoms of COVID-19: For Patients, Therapists & Staff

Pre-Screening / Prior to Arrival

- Patients will be informed about these procedures before or at the time of booking.
- As a part of this return to work plan, patients must commit to understanding that while we’ve taken all possible measures to minimize risk of viral transmission, the nature of our business means that physical distancing is not possible in the treatment room.
- One day prior to their booked appointment, the patient will be required to complete the online BC COVID-19 Symptom Self-Assessment tool and to cancel their appointment if they answer yes to any of the questions.
 - The tool can be found here: <https://bc.thrive.health/covid19/en>
- All practitioners and staff will use the BC COVID-19 Self-Assessment tool themselves daily and commit to staying home if even mild 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 the practitioner presents with even mild symptoms that may be signs of COVID-19 as outlined here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
 - Fever
 - Cough
 - Chills
 - Shortness of breath
 - Sore throat or pain with swallowing
 - Stuffy or runny nose
 - Loss of sense of smell
 - Headache
 - Muscle aches
 - Fatigue
 - Loss of appetite
- Patients must confirm they have not travelled outside of British Columbia in the previous 14 days.
- In order for treatment to commence the practitioner and patient must agree that the therapeutic benefit outweighs any potential risk of treatment, including the possibility of viral transmission.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postponing treatment. The appointment can commence if both practitioner and patient agree that the benefits of treatment outweigh the potential risks involved.
- The cancellation policy requires the patient to provide 24 hours notice to cancel or change appointments. The fee will be waived if the patient wakes up with any of the above noted symptoms on the day of the appointment provided Evoke Wellness Centre is notified before 8:00 a.m. by calling 604-287-3865 or emailing info@evokewellnesscentre.com. A voicemail or email is considered sufficient communication.

Upon Arrival

- The practitioner will advise patients of their current Self-Assessment results upon the patients arrival at the clinic. Patients will be asked to share their results.
- Masks will be worn by therapist and patients during their interactions. If the patient has a mask, they are asked to bring it with them and wear it when they arrive. A single mask will be available for purchase if the patient does not arrive with a mask and they will be asked to wear it upon entering the clinic space.
- The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria on physical presentation at the clinic and the full fee may apply.

Physical Distancing

Reception Area / Entry into Clinic Space

- Staff, practitioners and patients must maintain 6 feet of distance in clinic areas other than the treatment room as best as possible within the clinic. A plexiglass barrier has been installed at the reception desk and appropriate markings on the floor where patients should stand.
- Patients must arrive unaccompanied unless the patient is a minor who requires parent/guardian, or infirm and requires assistance.
- Patients are asked to arrive on time, neither early nor late, for their appointment. If you inevitably are running late please phone the clinic at 604-287-3865 for further instruction.
- The following measures have been taken to reduce the flow of traffic in the clinic: Patients arriving for Massage Therapy appointments must arrive at and wait at the door off of the driveway on 2nd Avenue where their therapist will open the door for them at their scheduled treatment time. All other patients will enter from the main Grand street entrance. All patients leaving the clinic will exit through the main Grand street door after seeing reception.
- Everything has been removed from the waiting room aside from one chair that will be disinfected after each use. There are markings on the floor indicating 6 feet of distance.
- Tea, water, magazines and the candy dish have all been removed from the clinic reception area.
- Appointment times have been staggered to reduce the potential of patients crossing paths.
- Kleenex will be provided to use as a barrier when exiting the building if someone is not present to open the door for you.

Within the Treatment Room

- It is not possible to maintain physical distancing while in the treatment room.
- Pre-screening, physical distancing, hand hygiene, and enhanced cleaning help reduce the risk of transmission and enable return to practice while minimizing risk.

Restroom for Patient Use

- The restroom is at all times equipped with soap, towels, tissue and proper hand washing guidelines.
- There are waste bins and hand sanitizer throughout the clinic so that patients may use a tissue as a barrier to open the door, and then discard of it and sanitize their hands.

Hand Hygiene

Reception Area / Entry into Clinic Space

- Immediately upon entering the clinic space the patient must use the hand sanitizer that is just inside the clinic door and rub vigorously for at least 20 seconds.
- If hands are visibly soiled, the patient must opt to wash hands with soap and water in the restroom sink.
- The therapist will wash hands thoroughly for at least 20 seconds immediately before and after treatment, after handling soiled linens, after disinfecting spaces, before donning gloves (when necessary) and after taking gloves off, and before donning or doffing PPE like face masks or shields.
- Hand washing protocols will be posted visibly in the reception area and at sinks.

- Payment occurs in the reception area. A wireless Point of Sale system with Tap is available for card use and is the preferred method of payment at this time. The POS machine will be sanitized between each use.
- Receipts will be emailed, not printed.

In the Treatment Room

- The practitioner will open the door to the treatment room and allow the patient to enter. The practitioner 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 as well as at reception; patients will be asked to wash or sanitize their hands after the treatment.
 - The door and doorknobs will be disinfected between each patient.

Avoid Touching Face

- The practitioner will communicate with the patient that COVID-19 can be transmitted by touch if droplets are on the hand when it touches the face, as 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.
- Practitioners and patients will wear face masks that cover both the nose and mouth. Staff will use face masks when moving about the clinic but may opt to not wear one while behind the plexiglass barrier at the reception desk.

Enhanced Cleaning

- Visibly soiled surfaces will be cleaned followed by disinfection.
- Regardless of appearances, common areas will be cleaned and disinfected multiple times per day.
- All high touch surfaces will be cleaned and disinfected frequently, regardless of appearances. High touch surfaces include (but are not limited to):
 - Light switches, door knobs, cabinets, POS machine, electronic devices, desk surfaces, chairs, stools, window covering touch points, faucets, fridge, microwave, etc.
 - The treatment table, table levers, face cradle, lotion bottles will be sanitized immediately after each treatment.
 - Thermophores will not be used at this time. The tables are equipped with warmers underneath a waterproof, vinyl sheet that will be sanitized in between each treatment. Blankets are available upon request.
 - A Cleaning and Disinfectant for Clinic Setting Poster will be on Display in the reception area, patient restroom and treatment room.

- All linens, including blankets and pillow cases are single use only and will be laundered in hot soapy water.
- Within the treatment room everything that the patient or therapist touched will be sanitized.

Personal Protective Equipment

- Practitioners and patients will wear face masks that cover both the nose and mouth at all times within the clinic space. Staff will use face masks when moving about the clinic but may opt to not wear one while behind the plexiglass barrier.
- The purpose of the face mask is to keep your droplets to yourself so it does not need to be a N95 mask.
- Gloves, protective goggles or face shields and other commercially available PPE will be available if the patient requests their use or if the practitioner chooses to use PPE.

Professional Obligations

Liability Insurance

- All practitioners carry professional liability insurance. The coverage terms of policies can vary.
- All practitioners are following all health and safety guidelines outlined by their respected regulatory bodies and the Provincial Health Officers and they are taking all reasonable precautions.
- No guarantees have been made that one will not come in contact with COVID-19 at the clinic.

In the Event That a Patient Tests Positive For COVID-19 Having Been to an Appointment Within The 14 days Prior to Onset of Symptoms

- The patient will contact the therapist and inform them of positive test results and possible transmission of the virus immediately.

Asymptomatic Spreaders

- Asymptomatic transmission of the COVID-19 is an unavoidable risk of practice until herd immunity is acquired, there is an effective treatment or vaccine against COVID-19.
- Evoke Wellness Centre has put into place protocols to help mitigate that risk as outlined in the preceding documentation.

Massage Therapy specific:

- Appointments include intake, assessment, treatment, patient education, charting and proper sanitization of the treatment room. All appointments at this time will be 60 minutes in duration which means your hands on time will not be 60 minutes in duration. At this time, 30 and 45 minute appointments generally will not be available due to staggering appointment times to accommodate all practitioners while reducing the amount of people in the clinic and common area interactions.
- Patients arriving for Massage Therapy appointments must arrive at and wait at the door off of the driveway on 2nd Avenue where their therapist will open the door for them at their scheduled treatment time. All patients will exit through the main Grand street door after seeing reception. We request whenever possible please book, cancel or reschedule appointments either online or by phone to reduce the amount of time you are in the reception area.

Registered Massage Therapy Informed Consent

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

- While the clinic and all practitioners and staff have taken measures to minimize risk of viral transmission some risk of COVID-19 transmission will still exist.
- Treatment may commence when the patient and practitioner agree that the benefits of care delivery outweigh the risk to the patient.
- The patient consents to the treatment despite some risk.
- The practitioner will document the patient's consent.

In the Event That a Patient Alleges they Caught COVID-19 from their RMT

- The therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both their name and the name and contact details of the patient.
 - The patient must agree to the release of this information in order to receive treatment.
- All appointments will be cancelled and the therapist will cease to provide services until Public Health has investigated and provided direction.
- The therapist will immediately self-isolate until Public Health has investigated and provided direction.
- The other practitioners and staff members will be informed immediately of transmission risk.