

Plan for Safe Return to Clinical Practice in Respect of Covid-19

This Covid-19 safety plan was developed to outline the policies, guidelines, and procedures that we have put in place to reduce the risk of Covid-19 transmission for both patients and the therapist. Here we are identifying the actions that we, the Registered Massage Therapists of Julie Redlin's Massage Therapy Clinic (Julie Redlin Massage Therapist Corp) commit to, and that all visiting patients **MUST** commit to, in order to receive Massage Therapy Services at our clinic. Not only will this document be available in the office, the patients will also receive an email copy of it prior to their treatment. Our intention with this document is to instill confidence in the patients whom we treat and that we are taking every reasonable precaution to avoid the transmission of Covid-19.

“Coronavirus is transmitted via liquid droplets when a person coughs, or sneezes. The virus can enter through these droplets through the eyes, nose or throat if you are in close contact.”

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 Aim of These Protocols Is To Safely Provide Massage Therapy and More Importantly Minimize The Risk Of Viral 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 clinic space
 - Hand hygiene requirements
 - Avoiding face touching
 - Enhanced cleaning and sanitization protocols
 - Appropriate use of personal protective equipment (PPE)
 - Meeting all professional obligations
 - Spacing appointments further apart to ensure adequate time to thoroughly clean and sanitize in between every appointment
 - Requiring patient compliance and consent with all the new measures taking place
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Self-Assessment for Symptoms of Covid-19: For Patients & Therapist:

Pre-screening at the time of booking, the day before treatment, and the day of the treatment is required.

Patients will be informed about their responsibilities at the time of booking. A notice will also be placed on the website. An email copy of these protocols will be sent to the patient prior to their appointment.

One day prior to their booked appointment, the patient will be required to complete the online BC COVID-19 Symptom Self-Assessment tool and they will be required to cancel their appointment if they experience any symptoms of Covid-19 (the cancellation fee in this case will be waived).

- The tool can be found here: <https://bc.thrive.health/covid19/en>

A therapist will contact the patient the day before their appointment to discuss the self-assessment tool and verify that it has been done by the patient. The patient must share their results with the therapist. The therapist will also be taking a self test on a daily basis and commits to cancelling all appointments if symptoms appear.

If there are no signs of COVID-19 by either therapist or patient, then the treatment can occur. If not, the treatment will be cancelled.

If the patient shows up for their appointment and displays physical signs of illness the appointment will immediately be cancelled.

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 therapist presents with even mild symptoms that may be signs of Covid-19 including:

- Fever
- Cough
- Chills
- Shortness of breath
- Sore throat or pain with swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Headache and muscle aches that are different or more frequent than your usual
- Fatigue
- Loss of appetite
- Diarrhea

- Abdominal Pain
- Nausea/vomiting

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.**

The late cancellation fee will be waived if due to illness.

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 an informed consent waiver with respect to Covid-19 prior to **every appointment.**

As part of the informed consent waiver, patients must commit to understanding that while we have taken all possible measures to minimize the risk of viral transmission, the nature of Massage Therapy means that physical distancing is not possible in the treatment room.

Patients with high risk profiles and/or weakened immune systems should consider other alternatives for care and postpone treatment.

Upon Arrival:

Masks must be worn at all times within the clinic space. The patient is expected to provide their own mask and they must have it on before entering the clinic premises. If a patient does not show up with a mask, the therapist will provide them with a sanitized cloth mask upon arrival and they must put it on immediately. The patient will keep their mask on the entire time they are in the clinic space. If they received a cloth mask from the therapist, they will take it off at the exit door and place it in a container the therapist will provide upon leaving the clinic space.

Patients are asked to arrive on time and not early or late for appointments. If you arrive late you will only receive the time remaining in your appointment

The patient will wait in their car and will walk to **and wait outside the main clinic door 2 minutes prior to their appointment time.** The therapist will meet them there.

The patient will come alone into the clinic space unless required for mobility or personal assistance. Patients are not permitted to bring any other persons that are not deemed necessary. This is important to promote social distancing within the clinic space.

The therapist and the patient will both maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room.

- Patients are not permitted to lounge in the clinic reception area before or after the treatment
- If there are other people moving through the hallway we will stand aside and wait

The therapist will lead the patient directly to the washroom and follow the hand hygiene poster to thoroughly wash their hands for a minimum of 20 seconds. The therapist will also wash their hands for 20 seconds. We will also have hand sanitizer as an alternative. The restroom has been equipped with clean reusable cloths for drying hands, soap, a garbage can that opens with a foot pedal, and a container to put the used drying cloths in. The restroom will be disinfected a minimum of every 2 hours.

Within the Treatment Room:

- The therapist will perform a quick Covid-19 screening test and get the patient to sign a consent form. If the patient is unwilling to sign the informed consent waiver the therapist will not provide the service.
- The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria upon physical presentation at the clinic.
- It is not possible to maintain physical distancing while in the treatment room.
- Both the patient and therapist must wear a mask. The therapist will put on a new sanitized cloth face mask in between every appointment. The therapist will wash hands thoroughly for at least 20 seconds between patients and before and after disinfecting spaces, and before donning PPE like facemasks. Gloves will be worn for disinfecting and can also be used during the treatment at the patients request OR at the therapists discretion.
- If the patient suffers from claustrophobia, they can take the mask off **ONLY** while lying face down and the therapist will secure a pillow case around the head rest which will hang and can catch droplets that the patient may exhale while face down. When the patient is ready to turn over onto their back or side they must put the mask on.
- Patients will be asked to keep all personal belongings within a plastic tote bin, which will be sanitized between patients. Patients are encouraged not to touch anything in the room that is not necessary.
- Kleenex tissues will be provided in case either the therapist or patient needs to scratch their eyes or nose and must be disposed of immediately in the provided garbage can.
- A plastic chair has been placed in the treatment room that is easily cleaned and sanitized.
- There is a new garbage can that has a foot pedal to open.
- As usual, all linen will be replaced with clean linen between every use, including blankets.

- The therapist has created a cleaning and sanitizing log which will document each cleaning.
- Visibly soiled surfaces will be cleaned followed by use of a hospital grade disinfectant which is Canada Health Approved for use against Covid-19.
- All furniture, table, face rest, pillows will be disinfected between every use as well as ALL common high touch areas such as door knobs, electronic devices, oil and lotion bottles, tools, the therapist's trolley, patient's clothing bin, shelf unit, lap top etc..
- Anything that cannot be cleaned and sanitized between appointments has been removed.

Hot/Cold Stones have always had bleach added to the water to disinfect both the stones and the water. We follow the EPA -Environmental Protection Agency's standards and use the appropriate amount of bleach to kill all bacteria and viruses to the point that the water is safe to drink. We have been in contact with the EPA and the Center for Disease Control and they have assured us our standards are still adequate to kill Covid-19.

Payment Will Now Occur in The Treatment Room:

Payment methods remain the same, we accept cash, cheques and etransfers. Please do your best to have the correct amount of cash. If paying by cheque, please fill it in before arriving for your treatment. If paying by etransfer please do so before coming in for your treatment. Please contact the office for details regarding etransfer set up if you wish to pay with that method. Our rates remain the same at:

- 30 min treatment= \$62
- 45 min treatment=\$89
- 60 min treatment=\$110 ***Receipts will be emailed at the end of the day.

At the end of a treatment the patient must enter the washroom and wash their hands again before leaving.

Professional Obligations and Risks in Receiving Treatment:

In the event that the therapist develops COVID-19 symptoms:

- The therapist will immediately call public health at 8-1-1 to report and provide any necessary information and request testing.
- The therapist will immediately self-isolate.
If testing is granted:
- All Massage Therapy appointments will be cancelled, and the therapist will cease to provide services until test results are returned negative.

- If testing proves positive the therapist will follow Public Health directives in informing patients that she treated over the previous 14 days about the potential of transmission.

If testing is not granted:

- All Massage Therapy appointments will be cancelled and the therapist will cease to provide services for a minimum of 10 days beyond the onset of symptoms, and/or until symptoms cease.
- The therapist is following all the health and safety guidelines outlined by the Registered Massage Therapists Association of BC, the College of Massage Therapists of BC, and the Provincial Health Officer. The therapist is taking all reasonable precautions to clean and disinfect everything in the clinic space.

In the event that a patient tests positive for Covid-19 and has been to an appointment at the therapists clinic within 14 days prior to diagnosis

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

Asymptomatic Spreaders, Other Important Information and High-Risk Patients:

Asymptomatic transmission of Covid-19 is an unavoidable risk of practice until we've acquired herd immunity, until there is an effective treatment, or a vaccine is developed against Covid-19.

We have protocols in place to help mitigate the risks in developing Covid-19 as outlined in this document.

Massage Therapy treatment takes place in an enclosed space where the therapist and patient are unable to socially distance for times that can range from 30-90 minutes. RMTs will interact with as relatively small number of patients during a single workday.

No form of hands on treatment is risk free. Even if the patient and Massage Therapist appear well and abide by all the recommended procedures and protocols listed by the CMTBC, British Columbia Provincial Health Officer, BC Centre for Disease Control and RMTBC, Worksafe B.C., there is still a risk of transmission of Covid-19, even though it is a reduced risk. Masks act as a barrier to help prevent the therapist and patient from spreading tiny droplets to each other but masks are not 100% reliable in doing so.

Booking and receiving an appointment with the therapist requires the patient to sign a waiver of consent. If the patient refuses to sign unfortunately no treatment will be provided.

Patients We Are Currently Asking Not To Book An Appointment And/Or To Cancel Their Existing Appointment:

It is recommended due to the nature of such close contact the following high-risk patients should **avoid** coming in for massage therapy at this point in time (the beginning of phase 2):

- Individuals that live in a care home or long-term facility, those with underlying medical conditions (particularly if not well controlled) such as chronic lung disease, moderate to severe asthma, heart conditions, immunocompromised, severely obese, diabetes, chronic kidney disease, undergoing dialysis and those with liver disease.

If you meet any of the above criteria, please do not book a massage appointment at this time. If you would like to be placed on a list to be contacted when we are ready to treat people matching any of the above criteria, please call or email us. We will place you on the list to be contacted when the risk in our province has diminished. **If you feel you are would like to speak to your therapist about this before cancelling, please give our office a call.**

The therapists at Julie Redlin's Massage Therapy Clinic would sincerely like to thank you for taking the time to read this document and for doing your part by cooperating. We look forward to seeing you soon!