



## **Vancouver Island Physiotherapy COVID-19 Return to Work Plan**

The following measures have been put into place in order to reduce the risk of transmission and contraction of COVID-19 during your visit for physical therapy and massage therapy. A full safety document is available upon request and all questions and concerns will be addressed by Erika Massong (owner) of Vancouver Island Physiotherapy Clinic. The recommendations have been provided by the British Columbia Centre for Disease Control, Ministry of Health, College of Physical Therapists of British Columbia, and College of Massage Therapists of British Columbia. This document contains the most up to date information and revisions will be provided as recommendations change.

### **Pre-Appointment**

- All patients will be called by the clinic the day before their appointment. Pre appointment confirmation will include a phone call/voicemail explaining:
  - COVID -19 Screen
  - Emailed clinic forms for fill as appropriate prior to appointment
  - Education regarding the written consent form to be signed prior to entering the clinic
  - The rescheduling protocols for those individuals who are sick or unwell. There will be the offer of telehealth if appropriate.
  - A reminder that non-essential caregiver/friends/family are not permitted at the client's appointment unless physical distancing and hand hygiene can be maintained.
  - Education on the policies regarding leaving personal belongings in the vehicle - in the event they are brought in they are placed on their chair in the treatment room. This chair will be sanitized between each client.
  - Expectations of treatment: escort in and out of building, hand sanitization, physical distancing, length of treatment, and touchless payment and emailed receipt.

### **At scheduled Appointment Time**

- Appointment Protocol:
  - Clients will arrive 5 minutes prior to their appointment and remain in their vehicles
  - Staff will check in and escort client from vehicle. Prior to entering building client will be verbally screened for COVID-19 risk factors and sign a consent to treatment. Doors will be opened for clients by staff.
  - Clients will complete hand hygiene upon entering the clinic at the sanitization center or hand washing in designated bathroom.
  - Clients will wear a mask in the clinic at all times. Triple layer cloth masks will be offered unless clients wear their own. Surgical masks are available for purchase.
  - Clients will enter treatment area, receive treatment, perform hand hygiene when arriving in treatment area and before leaving treatment area.
  - Clients will perform touchless payment (as appropriate) and receive an emailed receipt from administrative staff who is barriered behind glass screen.



- Client's will follow proper donning and doffing of PPE and hand hygiene prior to exiting clinic (signs posted).
- Client will be escorted by staff out of clinic.
- At this time walk-in clients will not be permitted but will be serviced via phone or email

#### **Client Personal Protective Equipment Requirements**

1. Mask: personal, clinic owned cloth mask, or surgical mask available for purchase in clinic

#### **Front End Staff Personal Protective Equipment Requirements**

1. Surgical or Clinic Mask
2. Gloves

#### **Therapist Personal Protective Equipment Requirements**

1. Mask
2. Gloves
3. Eye protection
4. Physical barrier if direct contact occurs

Note: Therapists are required to abide by the PPE requirements according to their college bylaws, this varies based on the treatment given and risk analysis as consented by therapist and client.

#### **Scheduling**

To minimize cross exposure for patients and allow hygiene measures to be in place the following will be implemented for scheduling:

- Cross shifting of staff
- Staggering client appointments allowing one client to enter and exit the building at one time
- Reduced staff scheduling (work load) to allow for proper sanitation to occur between each client's treatment

#### **Environmental Changes**

- Waiting room has 1-2 chairs placed 6 feet apart and cleared of magazines, water station and décor
- Sanitization Station located immediately at front entrance of clinic
- Alcohol Based Hand Sanitizer has minimum 70% alcohol content (hand hygiene sign posted)
- Designated Sink for Washing Hands (hand hygiene sign posted)
- Glass barrier placed between administration staff and clients
- Signs posted for COVID-19 risk factors, social distancing, hand hygiene, donning and doffing PPE throughout clinic and external doors



- Touchless payment and emailed receipts
- Full sanitization of treatment room, linens, waiting room, washroom, and contact areas (door knobs, chairs, front counter) between each client

#### **Additional Information:**

#### **Hand Hygiene**

(source: [http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf))

Rigorous hand hygiene with plain soap and water or alcohol-based hand rub (ABHR) is the most effective way to reduce the spread of illness. Both staff and patients/clients can pick up and spread germs easily, from objects, surfaces, food and people. Everyone should practice diligent hand hygiene.

How to practice diligent hand hygiene:

- Wash hands with plain soap and water for at least 20 seconds. Antibacterial soap is not needed for COVID-19.
- If sinks are not available, use alcohol-based hand rub containing at least 70% alcohol.
- If hands are visibly soiled, alcohol-based hand rub may not be effective at eliminating respiratory viruses. Soap and water are preferred when hands are visibly dirty.

For patients/clients and staff, hand hygiene should be performed:

- On entering the clinic;
- On entering the examination/procedure room;
- On leaving the examination/procedure room;
- After using the washroom;
- After using a tissue for their face; and
- After coughing or sneezing.

For staff, including health care providers, hand hygiene must also be performed:

- Before and after contact with patient or the patient care environment;
- Before and after breaks;
- Before clean or sterile procedures;



- After risk of body fluid exposure;
- Before donning PPE; and
- In between each step when doffing PPE.

### **COVID 19 Screen Questions**

Do you have any of these symptoms (new or worsening)

- New or worsening cough
- Shortness of breath
- Sore throat
- Running nose, sneezing or nasal congestion
- Hoarse voice
- Difficulty swallowing
- Smell or taste disorders
- Nausea, vomiting or diarrhea
- Unexplained fatigue or malaise
- Chills
- Headache

Have you travelled outside of Canada in the last 14 days or exposed to anyone that has?

Do you have a fever?

Have you been in close contact with anyone with a respiratory illness or confirmed COVID 19 case?

If tested positive to any of these questions, the client is not permitted to enter the building and attend their appointment. Refer to Health BC by calling 8-1-1. The client's appointment will be rescheduled and the telehealth option given.

### **Cancellation Policy**

If a client answers yes to any of the COVID-19 screen questions the day prior to their appointment their appointment will be cancelled at no charge. Clients who cancel their appointments less than 3 hours prior to their appointment will be charged \$30. No-show or cancellations within the hour will be charged full price of treatment.

**Please contact Erika at 250-245-3444 or [hello@viphysiotherapy.com](mailto:hello@viphysiotherapy.com) with any questions or concerns**

