

Plan for Return to Clinical 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 patients and the practitioners within our clinical setting. Here, we identify the actions that the *Esthetician and Lash Technician, Georgia Curulli and Jenny Struggles* commits to, and that all visiting clients must commit to, in order to resume our services.

“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 overall aim of these protocols is to reduce potential COVID-19 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

Self-Assessment for Symptoms of Covid-19: For Patients & Therapists

Pre-Screening / Prior to Arrival

- Patients will be informed about their responsibilities at the time of booking and a notice will be placed on the website.

The ‘Confirmation of Booking’ email sent to individuals via booking software will include patient expectations in the clinic and a link to the clinic’s plan for re-opening.

- One day prior to their booked appointment, the patient will be required to complete the COVID-19 Pre-Screen Survey online sent via email and will be advised to cancel their booking and stay home if they experience any symptoms of Covid-19.

- All therapists, practitioners and staff will use the BC COVID-19 Self-Assessment tool daily and commits to cancelling/rescheduling all appointments if symptoms appear.

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

- 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:

- o Fever
- o Cough
- o Chills
- o Shortness of breath
- o Sore throat or pain with swallowing
- o Stuffy or runny nose
- o Loss of sense of smell
- o Headache
- o Muscle aches
- o Fatigue
- o Loss of appetite

- Covid-19 Symptoms may range from mild to severe. *Clients 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.

- Clients 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 Client will be required to sign a consent and liability waiver with respect to Covid-19 prior to every treatment.

- As a part of the consent form, clients 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.

- Clients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.

- Clients who develop even mild illness or symptoms must cancel booked appointments, even without the clinics required 24 hour notice.

- o They will not be charged a late cancellation fee if they cancel due to illness.

Upon Arrival

- The therapist will advise the patient of current results from online BC COVID-19 Symptom Self-Assessment tool.

- Clients will be asked to confirm their own current results from online BC COVID-19 Symptom Self-Assessment tool.

- Clients must confirm that they have done a pre-screening and have no signs of Covid-19 as outlined here:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

- Masks must be worn at all times within the clinic space. If the client has a mask, they are asked to bring it with them and wear it when they arrive. If the client does not have a mask, a mask will be provided and they will be asked to wear it upon entering the clinic space.
- Client must confirm that they have not travelled outside British Columbia within 14 days prior to their appointment.
- 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 / Entry into Clinic Space

- Only 2 clients/persons in addition to staff are permitted in the clinic reception/retail space at any given time. Clients must arrive unaccompanied, unless the patient is a minor and requires the assistance of a parent or guardian.
- The therapist and the client will both maintain a space of 2 meters (6 feet) distance between each other in all spa areas that are outside the treatment room.
- The fabric seating has been removed from the reception area; they have been replaced by wipe-able chairs that are separated by a minimum of 6ft
- Clients are not permitted to lounge in the clinic reception area before or after the treatment.
- Tea has been removed from the spa reception area.
- Nothing remains in the spa space that cannot be disinfected after each touch.
- Appointment times are scheduled to reduce the potential of patients crossing paths, and to allow for time in-between sessions for enhanced cleaning.
- Clients are asked to arrive on time and not early or late for appointments.
- Clients are required to wait in their vehicles or outside the clinic, until the therapist comes to the spa door to call them in.
- The clinic door will be opened for the patient by the therapist and will be locked behind them to prevent anyone else from entering the space during the course of their treatment. The clinic door will be re-opened by the therapist at the end of the appointment for the patient to leave without touching the door surfaces.
- Retail shoppers of the Spa are required to wear a mask upon entering and for the duration of their shop.
- Retail shoppers must adhere to occupancy limits set and posted on the front door.

Within the Treatment Room

- It is not possible to maintain physical distancing while in the treatment room.
- Clients will be asked to keep all personal belongings within a plastic basket, which can and will be sanitized between clients.
- Clients will be asked to remove from the clinic everything that they bring with them.

Restrooms for Clients and Therapists to use

- The restroom has been equipped with soap dispenser, hand towels and proper hand washing guidelines.
- Soap and fresh hand towels for drying will be available at all times.
- A foot-operated waste bin has been placed in the restroom and treatment rooms.
- A laundry hamper has been placed near the restroom door so that patients may use a hand towel to open the door, and then discard it before re-entering the clinic space.

Hand Hygiene

Reception Area / Entry into Clinic Space

- *Immediately upon entering the clinic space the therapist must:*
 - Go directly to the hand washing sink in the restroom without touching anything inside the clinic and wash their hands with soap and water for at least 20 seconds and then dry thoroughly.
- *Immediately upon entering the clinic space the client must:*
 - Go directly to the hand washing sink in the restroom without touching anything inside the clinic and wash their hands with soap and water for at least 20 seconds and then dry thoroughly, or
 - The therapist will wash hands thoroughly for at least 20 seconds between patients, before and after disinfecting spaces, before donning gloves and after doffing gloves, and before donning or doffing other PPE like face masks or shields.
 - Hand washing protocols will be posted visibly in the restroom and at sinks.
 - Payment occurs in the treatment room.
 - Cash will not be accepted at this time.
 - Contactless payment available by eTransfer or credit card payments via Square online software.
 - Receipts will be emailed, not printed.
- **Retail purchases and Spa services;**
 - Payment occurs in the reception area.
 - A wireless Point of Sale system with Tap is available for card use.
 - 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.
- In the treatment room, the therapist will wash hands thoroughly for at least 20 seconds before beginning treatment and again before leaving the room once the treatment is finished.
- 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.

- o Hand sanitizer is available within the treatment room; patients will be asked to wash or sanitize their hands after the treatment.
- o The door and door knobs will be disinfected between each patient.

Avoid Face Touching

- o The therapist will communicate with the client that coronavirus 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.
- o Tissue will be available throughout the spa: in the reception area, treatment room and washroom in order that clients and the therapist may use tissue to address an itch and/or touch the face for any other reason.
- o The therapist will wear a mask at all times.
- o Patients are required to wear face masks that cover both the nose and mouth at all times within the clinic space.*

Enhanced Cleaning

- Additional time has been scheduled between clients to allow for thorough cleaning of the treatment room and all high touch areas of the Spa.
- Visibly soiled surfaces will be cleaned followed by disinfection with a Canada Health Approved for use against Covid-19 disinfectant as listed here:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

- Common areas will be cleaned and disinfected at least twice a day, including the restroom.
- All high touch surfaces will be cleaned and disinfected between patients, regardless of appearances. High touch surfaces include (but are not limited to):
 - o Light switches, door knobs/handles, POS machine, laptop, electronic devices, table surfaces, chairs, stools, faucets, etc.
 - o The treatment table, table levers, face cradle, lotion bottles, tub for patient belongings will be disinfected immediately after each treatment.
 - o No hydrotherapy supplies, thermophores, table warmers or plush table covers will be used unless covered with an appropriate wipeable surface covering.
 - o A Cleaning and Disinfectant for Clinic Setting Poster will be on Display in the reception area.
- All linens, including blankets and pillow cases are single use only and will be laundered using heat (high, if necessary), detergent and bleach (when necessary) between each use.
- A disinfected plastic bin has been placed in the treatment room. The client will be asked to keep all of their personal belongings in this bin during the treatment. Post treatment, this same bin will be used to carry used linens to the laundry room for washing.
- Bins will be disinfected between each patient before cycling back into use.

Personal Protective Equipment

- The therapist will wear a face mask at all times while working with a patient.
- The therapist will wear non-latex gloves if/when appropriate.
 - Gloves may be appropriate 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.
 - Gloves are also considered appropriate and will be worn by the therapist at the clients request.
- Clients are required to wear a clean face mask that does not have an exhalation valve in the clinic at all times.
 - If patients have their own fabric face mask, they are requested to clean it prior to use, and to arrive at the Spa wearing it.
 - If Clients do not have a fabric face mask, a clean fabric face mask or single use disposable face mask (depending on what is available at the time) will be provided at the time of their treatment.
 - Fabric face masks offered to patients will be placed in the laundry with linens immediately after treatment.
- Retail clients and all other visitors to the Spa are required to wear a clean face mask upon entering the Spa
 - If Retail clients or visitors do not have their own face mask, a clean fabric mask or single use disposable face mask (depending on what is available at the time) will be provided
 - Fabric mask offered to retail clients or visitors will be placed in the laundry immediately after use.

Professional Obligations

Liability Insurance

- The therapists carry professional liability insurance through Special Risk Insurance Managers Ltd. Canada as provided through the Preventative Health Services Group.
- The therapist is following all health and safety guidelines outlined by the College of Massage Therapists of British Columbia and the Provincial Health Officer and is taking all reasonable precautions to clean and disinfect the clinic/Spa and all the surfaces within the treatment room.
- No guarantees have been made by the therapist, that the patient may not come in contact with COVID-19 at or during an appointment.

In the Event That a Patient Tests Positive for Covid-19 Having Been to a Massage Therapy Appointment within the 14-days Prior to Onset of Symptoms

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

In the Event That a Client Alleges they Caught COVID-19 from the Therapist

- The therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the Therapist and the name and contact details of the patient.
- The patient must agree to the release of this information under these circumstances 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.

In the Event That the Therapist Catches COVID-19 or Displays Symptoms of Covid-19

- The therapist will immediately self-isolate.
- The therapist will call public health at 8-1-1 to report the symptoms and request access to Covid-19 testing.
- *If testing is granted:*
 - All 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 treated over the previous 14 days about potential transmission.

If testing is not granted:

- All 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.

In the Event That the Therapist Comes into Close Contact with Someone Showing Signs of Illness or Tests Positive for Covid-19

- The therapist will immediately self-isolate.
- All appointments will be cancelled and the therapist will cease to provide services until:
 - The close contact has been tested for Covid-19 and the results proved negative and the therapist is well,
 - OR after self-isolating for 14 days and having no symptoms of fever develop.
 - OR being cleared by a public health official.

Asymptomatic Spreaders

- Asymptomatic transmission of the coronavirus is an unavoidable risk of practice until we've acquired herd immunity, there is an effective treatment or a vaccine against Covid-19.
- We have put into place protocols to help mitigate that risk as outlined in the preceding documentation.
- No guarantees have been made by the therapist, that the patient may not come in contact with COVID-19 at or during an appointment.

Informed Consent

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

- Any treatment given involves some risk of Covid-19 transmission;
- The therapist is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero;

Document Created: May 17, 2020; Last Updated: November 21st 2020