

# ORIGIN

INTEGRATED HEALTH

## COVID-19 SAFETY PLAN

### SECTION A) GENERAL POLICIES & PROCEDURES EFFECTIVE MAY 18<sup>th</sup> 2020

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*The mentioned measures will likely be adapting and we will notify you with changes as they occur. Thank you for patience, understanding and support during this time. If you have any questions, comments or concerns please contact Dr. Brittany Filipetti at [brittanyfilipetti@gmail.com](mailto:brittanyfilipetti@gmail.com) OR (250) 941-2211.*



## 1) SCHEDULING APPOINTMENTS

**PLEASE DO NOT BOOK A NEW APPOINTMENT & CANCEL AN EXISTING APPOINTMENT IF ANY OF THE FOLLOWING ARE TRUE OR ARISE PRIOR TO A SCHEDULED APPOINTMENT:**

- A) You are experiencing any of the following symptoms:
- Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)
  - Severe chest pain
  - Having a very hard time waking up
  - Feeling confused
  - Losing consciousness
  - Mild to moderate 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
- B) You have travelled to any countries outside Canada (including the United States) within the last 14 days.
- C) If you have provided care or have close contact with a person with confirmed COVID-19.
- D) You have tested positive for COVID-19?
- E) You have been asked to self-isolate or self-monitor in the last 14 days.
- F) If you are anyone in your household is immune compromised.

## 2) PRE-APPOINTMENT SCREENING:

- Upon booking you will be given a COVID-19 questionnaire/screening by our staff.
- Prior to your appointment we will e-mail you a link with 2 options for self-screening. One of these options below must be filled out to confirm you are symptom free and have not been in contact with anyone who has a confirmed case of COVID-19.
  - a) <https://bc.thrive.health/covid19/en>
- OR
- b) A link to our online survey that will be e-mailed to you.
- If you are not cleared by either assessment please call us and we will re-schedule you.
- If any relevant changes in your health occur between the time you complete the questionnaire/ screening and your appointment time, we require you to notify our clinic to cancel your appointment.
- There will be no cancellation fees for last minute cancellations.
- Upon arrival to your appointment you will be screened again by our staff.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.
- The clinician and patient must agree that the therapeutic benefit of treatment outweighs any potential consequence of treatment, including the possibility of viral transmission.
- We ask patients to use the washroom, before coming to the clinic.

**IF A PRACTITIONER ENCOUNTERS A PATIENT WHO HAS GONE THROUGH THE SCREENING PROCESS AND ENTERS A TREATMENT ROOM OR THE CLINIC YET STILL EXHIBITS SIGNS AND SYMPTOMS CONSISTENT WITH COVID-19, THE PRACTITIONER MUST:**

- Establish and maintain a safe physical distance of two meters.
- Have the patient complete hand hygiene.
- Provide a new mask for the patient to put on.
- Segregate the patient from others in the clinic.
- Explain the concern that they are symptomatic, discontinue treatment and reschedule the appointment.
- Advise the patient they should self-isolate and call Health Link 811 for guidance.
- Clean and disinfect the practice area immediately.



- Practitioners must not attempt a differential diagnosis of patients who present with signs and symptoms of COVID-19.

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**IF A PATIENT 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. That treatment room will immediately be ceased to be used until such time that it can be completely sterilized.

**3) WHAT TO DO UPON ARRIVAL TO AN APPOINTMENT**



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- Please do not show up early to your appointments (*Unless it is an initial appointment and you have been asked to come 15 minutes early to fill out initial paperwork (if you have filled out the initial paperwork online you do not need to come early to your appointment).*)
- Please come to the front door upon arrival where you will be screened, have your temperature taken and escorted to a distanced and sanitized waiting room or the sanitized treatment room.
- If you have any of the signs/symptoms/risk factors associated with COVID-19 you will be asked not to come to your scheduled appointment.
- We will have our waiting room empty unless someone is making a payment and we will maintain social distancing as we have a staff member who will be escorting people to and from the rooms.
- We ask that if you have a mask you wear it into your appointment and have masks on hand should you need one.
- We will have a sanitizing station inside the front door. We ask you sanitize for 20 seconds before and after your appointment. You can go to the sink in the washroom if you wish to wash instead.
- Please do not wear any jewelry to your appointment.
- Please leave any non-essential belongings in your car (i.e. jacket, hats). Purses are okay.
- Please come to your appointment alone unless accompanying a minor.
- Non-essential companions or pets will not be allowed at this time.
- No food or drinks allowed inside the premises.
- Water, kids toys and magazines will not be provided at this time.
- There is one person permitted in the waiting room / reception desk at one time.

#### **4) USAGE OF PERSONAL PROTECTIVE EQUIPMENT (PPE)**

##### **NON-LATEX GLOVES**



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- Practitioner will wear non-latex gloves when appropriate (when over-use of cleaning and/or chemicals causes skin irritation, or when injury on hands).
- Hands will be washed prior to putting the gloves on and immediately after removing them (Please see below notes on handwashing).
- Gloves will be worn by the practitioner at the patient's request.

### **SURGICAL GRADE MASK**

- Practitioner and staff will wear a face mask at all times while working with a patient and practitioners will change the mask after each patient.
- Staff can change mask as often as they like but one mask is okay per shift.
- Patients are required to wear a clean face mask that does not have an exhalation valve in the clinic.
- If a patient does not have a face mask, a single-use non-medical mask will be provided at the time of their treatment.
- If masks are used by staff or patrons, they must be discarded and replaced when wet, damaged or soiled, when taking a break, and at the end of the day.
- N95 respirators are not required. Cloth masks are not permitted as they are not approved for healthcare settings.

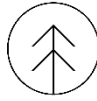
**Masks must be donned and doffed using the following specific sequence to prevent contamination.**

#### **Donning mask:**

1. Perform hand hygiene.
2. Put on mask. Secure ties to head or elastic loops behind ears. Mould the flexible band to the bridge of nose (if applicable). Ensure snug fit to face and below chin with no gaping or venting.
3. Perform hand hygiene.

#### **Doffing mask:**

1. Perform hand hygiene.
2. Carefully remove the mask by bending forward slightly, touching only the ties or elastic loops. Undo the bottom tie first then undo the top tie. Discard the mask in the garbage.
3. Perform hand hygiene.



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## OPTIONAL PPE

We have optional non-latex gloves, goggles, face shields, table covers/ sheets, gowns & aprons:

- If you wish to wear any of these or want the practitioner to wear any of these, we will ask you & have a sign reminding you we have them upon arrival.
- You will be asked by a staff member if you would like any additional PPE. Please do not hesitate to ask for additional PPE. We support you in any way that makes you feel safer in our environment and prevents the spread of COVID-19.

## 5) HAND WASHING

Hand hygiene includes washing hands with soap and water or using alcohol-based hand sanitizer. Washing hands is preferred whenever possible. Alcohol-based hand sanitizer must be approved by Health Canada (DIN or NPN number), with a minimum of 70% alcohol.

**Practitioners** – The practitioner will wash hands thoroughly for at least 20 seconds between patients, before and after disinfecting spaces, before donning gloves and after taking gloves off, and before donning or doffing other PPE like face masks or shields.

**Patients** – Immediately upon entering and exiting the clinic space the patient must either:

A) Go directly to the handwashing sink without touching anything inside the clinic and wash their hands with soap and water for at least 20 seconds and then dry thoroughly.

OR

B) Use hand sanitizer for 20 seconds until hands are dry.

**Staff** - when entering clinic; before and after patient interaction and cleaning (preferably hand wash and if not available then hand sanitizer).

### **Restroom for Patient Use**

- The restroom has been equipped with paper towels and proper handwashing guidelines.
- Soap and fresh paper towels for drying will be available at all times.
- Please leave the restroom door open after use. It is recommended that patients, clinicians and staff may use a paper towel to open the door, and then discard of it before re-entering the clinic space.

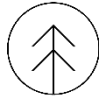


## 6) PHYSICAL DISTANCING

- Only one person in the waiting room/reception desk at a time.
- Members of the public and staff should be two (2) metres from each other. This includes: treatment areas, transition areas and waiting areas.
- Signage on the front door stating that there can only be one person in the waiting room at a time.
- Signage outside asking people to stay in their cars and wait for a staff member to get them for their appointment.
- Signage on the deck ramp stating one person on the ramp at a time.
- A staff or practitioner will greet each patient in the parking lot, sign them in, take their temperature, screen them and ask them if they want any additional PPE that we have that is optional. See Appendix A for the arrival screening procedure.
- Employees and the public should be two (2) metres from each other.
- The treating practitioner should be two metres from the public when conversing.

### IN THE TREATMENT ROOM

- The practitioner or staff 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.
- If the patient has to change, they 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; patients will be asked to wash or sanitize their hands before the treatment (see section 8 on hand washing).
- See Section 7 for surfaces cleaned after patient encounter.



## OTHER PROTOCOLS IN PLACE

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- We now have plexiglass at our reception desk.
- Since 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.
- Intraoral and external TMJ treatments will not be conducted at this time.
- Musculature of the face will not be palpated or treated at this time.
- Magazines, cards & pamphlets are no longer available in the waiting room.
- One person in the waiting room at a time (we have an extra holding room).
- Please try and use the washroom before you come to the clinic.
- There is a sanitizer station right outside the front door & a sink inside the washroom for hand washing (we ask that every patient wash for 20 seconds before & after your visit).
- We have spaced out appointment times & we have limited capacity to ensure appropriate social distancing is maintained & sanitization can take place.
- The chiropractor will be wearing scrubs and change into a clean disposable apron after each patient to ensure less physical contact.

## 7) CLEANING AND DISINFECTING PROTOCOLS:

- Room use has been spaced 15 minutes apart to ensure adequate time for sanitation to take place.
- All surfaces will be cleaned/disinfected with Foster® First Defense™ 40–80 Disinfectant.
- Staff will Change clothing when leaving the office and launder them in hot temperatures.
- Clinical contact surfaces (e.g. chiropractic tables, therapeutic tools and devices, procedural work surfaces, clinic room seats, etc.) shall be cleaned and disinfected after each patient encounter. Allowing sufficient time for the process to be effective, in accordance with manufacturer’s instructions.
- For chiropractic tables we have removed the central holding bar for the headrest paper, in order to decrease the inability to effectively clean the metal rod.
- Any materials on clinical contact surfaces that cannot be properly disinfected shall not be used (e.g. fabric coverings, unless they can be changed in between each patient encounter and properly laundered. Proper cleaning and disinfecting of the underlying surface will still be required).
- Patient contact items including the plexiglass, payment machine, reception counter, seating areas, doors and handrails are cleaned and disinfected after each patient encounter.
- Commonly touched areas are cleaned and disinfected after being touched, visibly soiled, or every hour. Commonly touched areas include light switches, doorknobs, toilets, taps, handrails, counter tops, touch screens/mobile devices and keyboards. The payment machine should be cleaned and disinfected after each patient encounter.
- Books, magazines, toys and other items have been removed from patient areas.
- Any cloth items, such as towels, sheets, headrest coverings, etc., that are used in the clinic must be laundered in hot water with regular laundry soap before being dried and used again.
- All face cushion covers are single use only and will be disposed after use.



## **8) PAYMENT PROCEDURES**

Due to the fact that we have a very small waiting room we have installed plexiglass at the reception desk and we are asking that payments be made by:

- A) Setting up online payments through credit card by signing into your Jane Online Booking account.
- B) At your appointment or over the phone allow us to set up online payment.
- C) Allow us to take payment before OR after your appointment (we will let you know) depending on foot traffic.

**WE WILL NOT ACCEPT CASH AT THIS TIME, TAP CARDS ONLY.**

## **9) EXCLUSION OR WORK RESTRICTIONS DURING STAFF ILLNESS**



Practitioners and staff will do a self-screen 24 hours or less before their shift as well as when they arrive to their shift. If a practitioner or staff exhibits any symptoms of COVID-19, they must stay home or be sent home and should follow the advice of public health officials before returning to work. When staff go home sick, their work areas must be cleaned and disinfected. The staff member will be instructed to call HealthLine 811 or the Government's Business Response Team at 1-844-800-8688. Upon recommendation by Public Health Officials, the practitioner or staff may return to work at the clinic. The advice of Public Health officials shall be followed regarding impact on clinic operations during these periods. All members and staff must self-monitor for symptoms and use the self-assessment tool available on the Government of British Columbia's website: <https://bc.thrive.health/covid19/en>.

## 10) ADDITIONAL CONSENT FORM

Please note that we will require an additional informed consent to be signed for both Chiropractic and Athletic Therapy. This will be emailed to you before your appointment and can be printed, signed and brought in with you OR we will have copies at the clinic for signature.

It is important for all patients to realize that while we are taking in depth measures to minimize risk of viral transmission, the nature of Athletic Therapy and Chiropractic care means that physical distancing is not always possible, in the small room and for hands on assessment/treatment. If you are a higher risk client please make the decision that is best for you knowing this information. Your Athletic Therapist may also be able to set

up a Telehealth session for you if it is appropriate where we can assist you virtually.  
Please call to inquire.



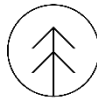
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## **APPENDIX A**

### **1) ARRIVAL SCREENING PROCEDURE TO BE DONE BY STAFF OR CLINICIAN**

- 1) Greet patient at a 2-meter distance away.**
- 2) Ask them who they are and check them in on Jane. Let them know if we are on time.**
- 3) Take the patient's temperature.**
- 4) Do a patient health screen:**
  - 1. Are you experiencing any of the following?*
    - Difficulty breathing
    - Shortness of breath
    - Chest pain
    - Fever



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- Chills
  - Cough
  - Sore Throat
  - Headache
  - Flu or COVID-19-like symptoms, even mild ones
  - General feeling of being “unwell”
2. *Have you travelled to any countries outside Canada (including the United States) within the last 14 days?*
  3. *Have you provided care or have had close contact with a person with confirmed COVID-19?*
  4. *Have you tested positive for COVID-19?*
  5. *Have you been asked to self-isolate or self-monitor in the last 14 days?*

*If they answer yes to any of the above questions OR have a fever come get the patient’s practitioner and they will ask them not to come in to the clinic and seek medical attention. The practitioner will advise the patient they should self-isolate and call Health Link 811 for guidance. When they are cleared by a medical doctor and feeling well, they are able to book in again.*

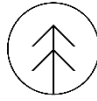
**5) Ask them if they have a mask and to please wear it: Teach them how to safely put it on and off (this is on a sign as well).**

**6) Let them know we have extra PPE should they want any:**

- Face shields
- Gowns
- Goggles
- Table covers
- Face rest cover
- Aprons

**7) Escort the patient at a distance to the appropriate treatment room OR have them pay then the front desk will have them enter the treatment room.**

(Those getting shockwave therapy need to be in room 1). Communicate with the front desk to



decide what to do based on traffic.

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- 8) **Tell them they will be escorted out of the room and not to proceed until we tell them so we can maintain social distancing.**