

SAFE PLAN: BROADWAY WELLNESS

We at Broadway Wellness comprise a multidisciplinary healthcare clinic in an 1800 sq. ft eight treatment room clinic at unit 610 of the Willow Professional Building at 2525 Willow. We plan to reopen our clinic on May 26th, 2020 after being closed since March 17th, 2020, at reduced capacity, and increase our capacity gradually through June.

Below are the details of our Safe Plan.

We have assessed our workplace for risk of COVID-19 spread, and implemented solutions to mitigate risk, as outlined below:

1.0 ELIMINATION

"Use policies and procedures to keep people at a safe physical distance from one another. Limit the number of people in your workplace at any one time, and implement protocols to keep workers at least 2 metres from other workers, customers, and members of the public."
-WorkSafeBC

- Front Entrance and Back Exit are being used to allow uni-directional traffic through the clinic, indicated with arrows. Clients, therapists, and staff will use the exit once inside the clinic in order to exit or return to reception.
- Waiting room chairs are reduced to two in order to allow two metres between, two meter from the front desk has been indicated as well. Maximum four people (clients) in the waiting area at one time, including use of the two chairs provided.
- Clients are directed before their appointment to wait **outside the building or in their car** until their appointment time, with the option to be called or texted when their treatment room is ready for them.
- Clients must arrive alone unless accompanying a minor.
- Plexi barrier is installed at the front desk work stations.

- Work stations are spaced two meters apart - maximum of two admin members at the front desk, one person at one time is preferred. Four person limit in the admin area: Two at front desk, one in the charting area, one in the clinic manager station.
- Communal laptop for charting, and charting workstation has been limited to one, laptop will be disinfected before and after use. Charting on therapists' personal devices outside the clinic or in treatment rooms is recommended.
- **Clients have been strongly encouraged to use contactless payments. We are able to process their payments online, at any time in the day, and no longer need to complete the transaction in person at the time of the appointment. Clients are also strongly encouraged to book appointments online or by phone, not at the time of their appointment.**
- Front desk interactions and hours have been limited.
- Two metre spacing and directional arrows are clearly marked in the reception and common areas.
- Lunchroom will be limited to two-person capacity, and chairs limited to one.
- Laundry room limited to one-person capacity.
- Lunches are pre-packed in order to limit the need for use of surfaces and communal utensils, and eaten in a private treatment room (our outside the building) wherever possible.
- **Appointment times will be staggered to further reduce the clinic capacity at any one time.**
- Elevators will be unlocked during business hours which allows clients to be buzzed into the building and use the elevator alone, without the need to retrieve them, when the building front door is locked after 5:15pm weekdays, and on Saturdays.

- Bathrooms have a 2-person occupancy limit to maintain physical distance. Clients are all asked to use their own bathroom facility before leaving home, and to **leave bathrooms for emergency and necessary use only.**

2.0 ENGINEERING CONTROLS

"If you can't always maintain physical distancing, install barriers such as plexiglass to separate people" -WorksafeBC

- We have installed a clear barrier at the front desk to separate clients from therapists and admin members while at the front desk.

3.0 ADMINISTRATIVE CONTROLS

"Establish rules and guidelines, such as cleaning protocols, [asking] workers to not share tools, or implementing one-way doors or walkways" -WorksafeBC

HAND HYGIENE, DISINFECTING, CLEANING

- A sanitation station has been put in place at the entrance and exit to the clinic, and clients are guided to sanitize upon entering and exiting the clinic. A hand washing poster has been posted for reference at all washing and sanitizing stations, including common-use washrooms on the 6th floor and kitchen.
- Clients will be directed to put all personal belongings into a container, which will be disinfected between clients.
- Disinfecting solutions and hand sanitizer:
 - 70% Isopropyl alcohol NDC 0869-0810-43N/AN/A2020-03-30
 - Spray 9 Heavy Duty Disinfectant Cleaner DIN DIN 02160331
 - Hand sanitizer NPN 80097939
- The treatment rooms will be disinfected before and after each treatment. Each treatment room will be stocked with disinfectants for this purpose. All linens, including sheets and blankets, will be washed after every use. The clinic will cease to use thermophores until we find an appropriate non-porous washable encasement for them.

- All high contact areas will be disinfected several times per day including front desk counters, waiting room chairs, all door handles, counter-like surfaces, shelves for personal items, and light switches.
- Kleenix or a similar barrier will be offered upon exit for the elevator buttons and exiting the building.
- The clinic phone will be operated by headset, and will be wiped down after each manual use.
- Pens, and all communal administrative items, will be washed down after each use.
- Therapists will wash their hands with hot soapy water for minimum 20 seconds and thoroughly dry hands before and after each treatment.
- Therapists and clients will disinfect their hands before and after treatment, or as needed. Each treatment room will be stocked with hand sanitizer for this purpose.
- A general comment on working in an enclosed space: Some therapists will opt to leave treatment room doors open with patient consent. Patients may also request this. In addition, an air purifier has been put in each room.
- Washroom facilities are common use for the 6th floor of Willow Professional Building. Bathrooms have been unlocked and the doorknob disabled so no key is required, and pushing with elbow or shoulder is possible upon entry. Clients have been asked ahead of time to use their own washroom facility before arriving for their appointment, and washrooms are reserved for emergency use. Hand soap and paper towel are clearly indicated and readily available.
- Full cleaning and janitorial service of washrooms will take place daily. Further surface disinfecting of washrooms will happen throughout the day.
- Clients will be directed to the hand sanitizing station when returning to the clinic from the washroom.
- A cleaning protocol will be posted in the kitchen, bathroom, treatment rooms, and reception area.

- Those handling cleaning will have a protocol, written guidelines, and training.
- All unnecessary clutter and all fabric chairs are removed from the clinic.

4.0 SCHEDULING APPOINTMENTS AND CLIENT COMMUNICATION: PRE-SCREENING SCREENING, AND CONSENT

CLIENTS

- Clients are informed of our general procedures in light of Covid-19 on our website, on the main page of our booking system, by email, through their appointment confirmation and reminder emails, as well as pre-screen phone calls for first appointment since our reopening on May 26th.
- Clients are not allowed to enter unless they have completed a pre-screen survey which includes Covid-19 symptoms in the last 14 days, travel outside of Canada, and contact with anyone with Covid-19 or symptoms. Survey can be found at the end of this document.
- Anyone who does not pass the pre-screen Covid-19 Survey is prompted to cancel their appointment. Those with symptoms are directed to be tested.
- ALL clients are further screened at the time of their appointment, and any client exhibiting symptoms will be sent home immediately.
- Clients will enter into a written and signed agreement, and an informed verbal consent to treatment, at their first treatment after the reopening of the clinic (May 26, 2020). Consent will be renewed verbally at the beginning of each treatment thereafter for the duration of the pandemic COVID-19.
- We have relaxed our cancellation policy to ensure honesty and compliance with pre-screening questions.

- Upon arrival, the therapist and client will run through self- assessment screening questions again to confirm safety and trust.

CLINIC MEMBERS

- Therapists and admin members will do a Covid-19 self-check daily and must be prepared to cancel their clients or work day on short notice.

PPE

- All clients must arrive with a mask. If they forget, they will purchase one in-clinic. Masks will be worn whenever physical distance cannot be maintained, or minimum requirements laid out by our regulatory bodies, PHO of BC, and Professional Liability Insurance Providers will be maintained. Protective eyewear, face shields, disposable masks, and additional clothing (scrubs) are available for single use upon client request in addition to the above guidelines.

5.0 PROVISION OF HEALTH SERVICES

“Professions covered under the *Health Professions Act* may have additional obligations around clinical care prescribed by their professional college. See the section below for links to those professional colleges.” -*WorksafeBC*

- Please refer to these additional guidelines set out by our professional colleges, associations, and Worksafe BC:
 - <https://cmtbc.ca/registrants/interim-guidelines-for-return-to-practice/>
 - <https://cmtbc.ca/registrants/fags-rmts-return-to-practice-interim-guidelines/>
 - <https://www.rmtbc.ca/covid/>
 - <https://www.rmtbc.ca/wp-content/uploads/2020/05/Wilson-Beck-Letter-to-Members-Re-COVID-Recovery.pdf>
 - <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/health-professionals>

6.0 ADDENDUMS

DISINFECTANT CHECKLIST FOR EACH TREATMENT ROOM

TREATMENT ROOMS

1. DOOR: Inside and outside door handle , edge of door
2. Table: entire table with careful attention to top of table near face cradle and sides where clients' hands rest, and around top holes where cradle inserts
3. Face cradle – all surfaces:
 - a. Hard plastic under face cushion
 - b. Vinyl face cushion
 - c. Cross bar
 - d. Top, bottom, and inside and outside of hinges.
4. Vinyl under knee bolsters
5. Vinyl pillow surfaces
6. Oil bottles
7. Shelf or counter/ desk surface
8. Chair, if used
9. Light switch
10. Box for client belongings
11. Coat Rack, if used

Replaced each treatment:

1. All linens and face covers
2. Blanket
3. Pillow cases



MANDATORY COVID-19 PRE-SCREENING

Please fill out this quick survey prior to your visit to help everyone stay safe and healthy!

This must be completed before you enter the clinic, for every treatment you attend during the Covid-19 Pandemic. You will be directed to fill this form outside the clinic door, and urged to complete the Survey online before subsequent appointments. Thank you for your understanding!

Name _____ Date _____

1. Do you have a fever?

Yes No

2. Do you have any of the following signs or symptoms?

- | | | |
|--|---|---|
| <input type="checkbox"/> New onset of cough | <input type="checkbox"/> New loss or decrease in sense of taste or smell | <input type="checkbox"/> Chills |
| <input type="checkbox"/> Worsening cough | <input type="checkbox"/> Unexplained fatigue or malaise | <input type="checkbox"/> Runny nose |
| <input type="checkbox"/> Difficulty swallowing | <input type="checkbox"/> Sneezing (not allergy related) | <input type="checkbox"/> Sore throat |
| <input type="checkbox"/> Shortness of Breath | <input type="checkbox"/> New or unexplained Nausea/vomiting, diarrhea, abdominal pain | <input type="checkbox"/> Nasal Congestion |
| <input type="checkbox"/> Difficulty breathing | <input type="checkbox"/> Sudden onset of new headache | <input type="checkbox"/> Hoarse voice |

3. Have you travelled or had close contact with anyone who has travelled in the past 14 days?

Yes No

4. Have you had close contact with anyone with respiratory illness or a confirmed or probable/suspected case of Covid-19?

Yes (if yes, go to question 5) No (if no, screening is complete)

5. Did you wear the required and/or recommended PPE according to the type of duties you were performing (ie. Goggles, gloves, mask, and gown or N95 with aerosol generating medical procedures when you had close contact with a suspected or confirmed case of Covid-19?

Yes No

If you have answered "yes" to questions 1,3, or have checked off signs or symptoms, you will need to reschedule your appointment.

If you have answered "yes" to question 4 but "yes" to question 5, you may proceed with your appointment.