

COVID - 19 SAFETY PLAN

1. Sanitization Plan

- a. Between Patients (Performed by **Office Assistants**)
 - i. Table fully disinfected.
 - ii. Door handles (in and out) disinfected.
 - iii. Desk and personal item surfaces disinfected.
 - iv. Keyboard and mouse disinfected.
 - v. Face paper changed.
 - vi. Treatment room door left open.
 - vii. Treatment equipment sanitized if used.
- b. Hourly (Performed by **Office Assistants**)
 - i. All entry/exit door handles and touch points in use by patients disinfected.
 - ii. Reception transaction desk top, black glass, POS, hand sanitizer pump, calendar disinfected.
 - iii. Reception chairs disinfected.
 - iv. Reception chair barriers cleaned
 - v. Sneeze and chair guards disinfected.
- c. Day End (Performed by Office Assistants and Office Cleaner)
 - i. Standard cleaning of floors and surfaces and equipment.
- d. Office Modifications
 - i. Keep building front door, office front door, and new office exit (Room 3) open if weather permits.
- e. Hand Sanitization
 - i. Practitioners to sanitize hands between every patient following WorkSafeBC COVID - 19 hand sanitization standards posted at hand wash stations.
 - ii. All other team members to sanitize after handling cash or after exiting from behind the reception desk.
 - iii. Patients are instructed to sanitize hands before entering the clinic using hand sanitization centre in front foyer and before exiting the clinic using the hand sanitization centre in Treatment room #3. Sanitizer is in accordance with Health Canada regulations.
- f. Patient laundry (gowns, shorts and table linens) will be laundered between uses

2. Social Distancing Plan

- a. Booking Patients at 50%
- b. Office occupancy at 30 and posted at clinic door
- c. One way traffic in effect:
 - i. Patient enters through clinic front door
 - ii. Patient checks in at Reception #1
 - iii. Move patient directly to open treatment room
 - iv. Families will enter treatment rooms together. Room 4 to be used for families if available.
 - v. Patient checks out at Reception #2 and instructed to exit through Room #3 Exit
 - vi. Naturopathic patients to check in at Reception #1
 - vii. Move Naturopathic patients to treatment room or back reception area.

- viii. Naturopathic patients check out at Reception #1 and are instructed to exit through Room #3.
- ix. Reception chairs kept at 50% divided by 4 in front reception area and two in back reception area.
- d. Staff will be positioned 2m apart when in-person meetings/trainings are necessary
- e. Health professionals will avoid sharing treatment rooms where possible

3. Employee Safety Plan

- a. Team members are to remain behind the reception desk
 - i. Instruct patients to load patient files once in treatment room.
 - ii. Practitioners to sanitize treatment rooms after patients.
 - iii. Instruct patients to remain in front of the sneeze guards
 - iv. Practitioners are booking at 50% capacity in order to be able to perform their own examinations to allow team members to stay out of the treatment rooms and behind the reception desk.
 - v. Team members are to stay at their own reception counter and not cross the midpoint of the reception area to each others' desks.
- b. Training
 - i. Staff will be provided with information on risk of exposure to COVID-19 and signs and symptoms of the disease, and trained on how to report an exposure to COVID-19
 - ii. Staff will be trained on maintenance of physical distance (not greeting by hugging or shaking hands)
 - iii. Staff will be trained on changes to clinic policies practices and procedures due to COVID-19
 - iv. Staff will be trained on proper use of PPE (selecting masks, donning and doffing)
 - v. Staff to report concerns to Dr. Glen Reed
- c. In Case of Illness/Sickness Policy:
 - i. The provincial health officer and the BC CDC have issued the following guidance around self-isolation:
 - 1. anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
 - 2. anyone under the direction of the provincial health officer to self-isolate must follow those instructions
 - 3. anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms
- d. Protecting Mental Health
 - i. Workers in the workplace may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It's important to remember that mental health is just as important as physical health, and to take measures to support mental well-being. Here are some resources that can assist with maintaining mental health in the workplace during this time:

1. COVID-19 Psychological First Aid Service: Information and Signup (British Columbia Psychological Association) – Free virtual counselling provided by registered psychologists.
2. COVID-19: Staying Well In Uncertain Times (Canadian Mental Health Association – B.C.) – Tips and information on how to reduce and manage anxiety in the workplace due to the COVID-19 outbreak.
3. Managing COVID-19 Stress, Anxiety and Depression (Ministry of Mental Health and Addictions) - Tips and resources on things we can do as individuals and collectively to deal with stress and support one another during these challenging times.
4. Mental Health and Psychosocial Considerations During COVID-19 Outbreak (World Health Organization) – These mental health considerations were developed by the WHO's Department of Mental Health and Substance Use as messages targeting different groups to support for mental and psychosocial well-being during COVID-19 outbreak.
5. Mental Health and COVID-10 (Conference Board of Canada) – Videos on different aspects of mental health, including coping with anxiety, job loss, and dealing with isolation.
6. Taking Care of Your Mental Health (COVID-19) (Public Health Agency of Canada) – Tips and resources for taking care of your mental health during the COVID-19 outbreak.

4. Communication Plan

- a. Patients are to be contacted by email before every appointment to be prescreened for COVID-19 symptoms and travel off the Island in the past 14 days. Patients responding in the affirmative to either question are to be instructed to speak to their GP regarding COVID - 19 testing or booked for 14 days from their return to Island date.

5. PPE Plan

- a. PPE including masks and gloves are to be worn whenever a high risk patient is in the office in accordance with WorkSafe BC Guidelines and BCCDC Guidance.
- b. all health care providers, staff, patients and visitors must wear a medical mask including in common areas and break rooms

6. Office Modifications

- a. Office doors to remain open during treating hours if weather permits
- b. Signage posted at appropriate areas within office
- c. Toys, books, water/tea machine removed
- d. One way traffic through office
- e. Sneeze guards at front desk and chair guards (plexiglass barriers between waiting room chairs)
- f. 50% booking
- g. Office assistants no longer assisting in treatment rooms

- h. Hand sanitization between patients
- i. Treatment rooms sanitization between patients