

Baseline Health and Wellness Inc COVID 19 - Pandemic Protocols for Staff/Contractors
Current as of May 22, 2020 (to be updated as required)

The following protocols are to be followed for Baseline Health and Wellness Inc. (Baseline) to reduce the risk of exposure and to ensure business continuity and best practices in the event of a positive diagnosis of the COVID-19 virus. All staff and contractors are required to follow the steps outlined below. These guidelines have been created following a risk assessment within our workspace and through discussions with our staff and contractors, as directed to do so by WSBC. If you have a safety concern at any time while at Baseline, please alert Dr. Kody Au and Dr. Marcia Halajeski immediately.

Note: The following policies and procedures are an evolving and changing document. We can and will update it as we gain more information and/or as the landscape changes for us based on recommendations from health authorities, CPTBC, BCCC and WSBC.

All staff and contractors are required to sign a waiver at the end of this document agreeing to abide by the policies and procedures within this document, prior to returning to work.

Part 1: Preventive Measures Personal Hygiene

- Frequent hand washing with soap and water.
 - Hands must be washed for 20 seconds immediately upon arriving at the clinic
 - As the bathrooms are in the hallway, please leave the clinic door open as you head to the bathroom to wash your hands to avoid a contact point on the clinic door. Please hold onto the paper towel when leaving the bathroom to close the clinic door and dispose of the paper towel in the trash can in the office.
 - Hands must be washed between each patient contact
 - Hands (of therapist and patient) must be sanitized or washed before and after using any gym equipment
 - Hands must be washed before and after eating
- Coughing into your sleeve or arm.
- Avoid touching your face.
- Wear a mask during direct patient care. It is suggested that a surgical mask be used at this time.
- Remain at home if you are ill.

Social Distancing

- There is a ban on all in-person attendance of non-essential courses, conferences, seminars, etc. especially those that require travel
- All meetings, including one-on-ones, are to be conducted via Zoom and/or telephone meetings or outdoors with a distance of 2 feet apart.
- Keep a distance of at least 6 feet from all patients whenever possible. Direct patient care by therapists should be the only time the distance is within 6 feet
- No sharing of food or drinks between colleagues, maintain a distance of 2 meters between yourself and colleagues while in the clinic.

- Avoid loitering unnecessarily in the clinic.
- Arrive for work no more than 30 minutes, but no less than 15 minutes prior to your shift start time. This will allow you time to prepare yourself for work, declutter and clean as necessary..
- Minimize food consumption while at work. Food is allowed but be mindful of distancing and loitering too long. Clean and disinfect your area when finished eating.
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Clinic Scheduling

- All Chiropractors will schedule subsequent visits for 30 minute appointments in which 20 mins will be treatment based and the final 10 minutes will be for cleaning and handling rescheduling and payments.
 - Initial visits will be scheduled for 1 hr and 15 minutes to allow for treatment, cleaning and handling of rescheduling and payments.
- All Physiotherapists will schedule subsequent visits for 45 minute appointments in which 30 - 35 mins will be treatment based and the final 10 minutes will be for cleaning and handling rescheduling and payments.
 - initial visits will be scheduled for 1 hr to allow for treatment, cleaning and handling of rescheduling and payments
- Within your room
 - Treatments will be 1:1 for the time being
 - There will be lysol wipes and cleaning solutions in the room to allow for cleaning of surfaces and the treatment tables.
 - Sanitize the treatment table and treatment tools as soon as you have completed using them to allow for the cleaning solution to dry between use
 - Any equipment used must be disinfected prior to being returned to the storage area
 - In order to reduce the chance of cross contamination, please only use equipment that is required.
 - Any pillow cases and/or towels and/or blankets used with a patient, must be placed in the laundry immediately following the appointment and may not be reused.
 - Laundry is to be taken with the practitioner immediately following their shift and washed with hot water and soap prior to reuse on another treatment day.
- All therapists are required to book their patients for their upcoming appointments to avoid patients having excess time at the Admin Desk. It is encouraged to book multiple appointments if possible to avoid this step each visit. Patients are still able to call in or go online to book. Remember, telehealth appointments are still available and may be the appropriate choice for some follow ups.
- All therapists working a morning shift, must be aware of the time as it nears cross over. Your treatment room needs to be vacated at the latest 15 minutes before the next shift begins at 2pm. This will allow adequate disinfecting prior to the afternoon therapist starting. Any of your own personal belongings in the room must be removed. We have

given a 15 min transition period to ensure time to make the switch.

Stay home if unwell

- All staff/contractors should use the BC COVID-19 Self Assessment Tool every morning. There is an app for your phone and takes less than 1 minute to do. All patients will be required to answer the questions on this app prior to entering the clinic each visit. Follow the instructions on the app to determine appropriate action.
- Everyone is required to stay home if they feel unwell and contact Kody and Marcia if symptoms arise.
- Anyone who shows up to work and subsequently reports feeling unwell will be sent home by any of the fellow contractors/staff members.
- If a therapist is unable to come to work for a morning shift, it is your responsibility to contact patients and notify them of the current situation. Contact Kody and he will arrange for deep cleaning and disinfecting procedures.
- All surfaces, especially high-touch and common areas, are to be cleaned and disinfected a minimum of every 2 hours and at the end of the day.
- All treatment beds, including hand levers for the head and foot of bed, bolsters and any equipment used on or in direct contact with a patient, must be disinfected as soon as the patient has left.
 - All towels, pillow cases, blankets that were in direct contact with the patient must be put in a laundry bin.
 - Avoid using excess pillows, towels, and blankets, unless necessary for patient care and comfort. Do not deny top quality care to your patient, however, only use these items if necessary to avoid excess laundry build up.
- Each room will have pre-made concentrated cleaning solution, gloves and paper towel available for cleaning.
 - You must wear gloves when using the Disinfectant solution
- At the beginning and end of your shift, ensure to wipe down (door handles and knobs, light switches, office equipment, etc).
- Each therapist should bring their own personal computer for charting and for re-booking their patient appointments. Disinfectant wipes are available for use for your computer throughout the day but hand washing before use is more advisable. Please remember to perform hand hygiene after touching the keyboard at the front desk.
- Clinic computers should only be used by therapists when absolutely necessary. This will avoid the need for excess disinfecting. If you use a clinic computer, it is your responsibility to immediately disinfect the keyboard, mouse and countertop in that area, and anything else you may have used/touched once finished.

Personal Protective Equipment

- Plexiglass barriers will be in place at the Admin Desk, in front of the Admin computers
- When not behind the plexiglass, you must be wearing a mask.
- Everyone will wear a surgical, medical grade mask throughout their shift. At this time, we do not believe Face Shields are required, but it may provide more comfort to clients if

you wear one. However we will have two in the clinic that can be used if you like. These need to be disinfected before and after use.

- Use of gloves:
 - Research is stating that gloves are not essential for providing care and hand washing is more important.
 - If you do choose to wear gloves, you must wash your hands BEFORE AND AFTER donning and doffing the gloves.
 - When cleaning and disinfecting, you are required to wear gloves.
 - Wear gloves when performing any therapy techniques that are typically required to wear gloves (e.g. internal TMJ, internal Pelvic Floor, needling)
- You must have a set of work clothes that are different from the clothes you commuted to work in. Keep your commuting clothes in your own cubby or within a bag or backpack. Take your work clothes home each night for laundering.

Step 2: Notification of Illness

- Kody and Marcia are to be notified immediately if anyone reports they are unwell.
- In a situation where the person is at work and becomes unwell, they are to be sent home immediately. Ideally, this person gets picked up from work from someone who lives in their home; or walks or bikes home; or drives in their own car. It is advisable to avoid public transport and/or taxis where you could infect another person.
- A person that does not come into work but is unwell, should also be directed to Kody to ensure a proper risk assessment has been completed.
- Each practitioner will be responsible to identify the ability to return to work or self-isolation based on Provincial Health guidelines and risk assessments.
- While the person is awaiting results, they should take all necessary precautions and begin self-isolation protocols to ensure the safety of their families, patients and community.
- Kody and the practitioner will coordinate with the local health authority in conducting a risk assessment and risk mapping (determining who came into contact with whom). Contact is described as any incident whereby social distancing guidelines were not followed.
- All rooms and clinic will undergo a deep cleaning and will be closed down until the practitioner is able to return safely to work as to decrease the risk of transmission or possible transmission.

Step 3: Disinfecting Process of the Workstation of the unwell worker

This is a 6 Step Process:

1. Consult with the local Health Department and follow their guidelines.
2. Ensure employees' performing the cleaning / disinfecting are using all necessary PPE.
3. Pre-clean the surface using a cloth and detergent.
4. Apply a disinfectant that is effective against coronavirus, letting it sit wet for the

manufacturer's recommended dwell time.

5. Using a second, separate cloth: after the dwell time has expired, wipe the disinfectant off the surface.
6. For food contact areas (lunchroom counters, appliances, tables, etc), using a third separate cloth, rinse the surfaces by wiping with potable water.

Step 4: Return to Work after Illness Employee Feeling Unwell:

The provincial health officer and the BCCDC have issued the following guidance around self-isolation:

- Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, unexplained headache, muscle aches, fatigue or loss of appetite must self-isolate at home for a minimum of 10 days
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- 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
- If the employee/contractor is unwell with a cold and a qualified medical professional deems it is not COVID-19, the employee/contractor must be symptom-free for a period of 48 hours prior to returning to work. However, the other practitioners may return to work.

Positive COVID-19 Diagnosis

- If the employee/contractor has tested positive for COVID-19, they are only permitted to return to work after both of the following have occurred: 1. It has been 14 days since the diagnosis; and 2. They have been cleared by the local Health Department.
 - Note: This generally occurs after they have received two consecutive negative results at least
- Contractors are encouraged to apply to the CERB program for support due to the pandemic leading to a closure of clinic.

COVID 19 CLEANING AND DISINFECTING PRACTICES

WHAT YOU SHOULD KNOW

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- All hand sanitizers have been approved by Health Canada.

Cleaning solutions at Baseline

- Lysol wipes will be available to wipe down equipment and tables and surfaces. Ensure the surface is dry prior to using it once a gain

Disinfecting Solutions at CSPC

- Commercial concentrated cleaning products will be provided for a deeper clean and will be used at the very least at the end of the shift.
- Please ensure that gloves will be used in order to prevent corrosive damage to the hands.

WHAT YOU SHOULD DO

- Clean frequently touched surfaces at least every two hours
- Surfaces that are touched by clients need to be cleaned after the client has left.
- Surfaces that have frequent contact with hands should be cleaned and disinfected every two hours and when visibly dirty. Examples include doorknobs, light switches, counters, touch screen surfaces, phones, office equipment, and keypads.
- In addition to routine cleaning, we will also follow these specific protocols for cleaning for COVID-19, as directed by CPTBC, and CMTBC and the BC Provincial Health Officer.
 - All Treatment areas that have been touched/used by a patient, should be cleaned and disinfected between each patient. This may include the bed, a bolster, a gym mat, a gym bench, the shuttle, bikes, treadmills and any other gym equipment
 - Our current disinfecting solution requires the surface to be left wet for 10 minutes in order to be effective.
 - Step 1: Spray the bed and bolster, thoroughly
 - Step 2: Spray the microfiber cloth with 3-4 good sprays
 - Step 3: Spread the solution on the bed around to ensure fully wet and covered, particularly the face piece if the patient had been prone. The bed should be left damp.
 - Step 4: Allow bed to dry
 - All modalities and smaller items should be cleaned with a lysol wipe.

I, the undersigned, have read the Baseline Policies and Procedures regarding COVID-19 Pandemic Protocol. I agree to follow the guidelines as laid out in this document. I recognize the potential risks involved with coming to work under these conditions. I have these instructions on donning/doffing PPE. I have downloaded the BC COVID 19 Self Assessment App and are familiar with it.

Practitioner name

Practitioner Signature

Date

Found below are the signage and email templates sent to clients to ensure new policies are followed.