



COVID - 19 Protocols and Guidelines

The following protocol, if carefully followed, minimizes risk of transmission of the virus that causes COVID-19. The restoration of osteopathic and massage therapy services requires clear and thoughtful communication that is based on trust between a practitioner and a patient. Trust, honesty, clear communication, and well-informed explanations, will help create an environment where both patients and practitioners can feel safe in the clinic because the risk of transmission of the virus that causes COVID-19 is minimized. The guidance that follows should be considered as Interim Guidance and will be updated as needed and as new evidence becomes available. It is based on references and materials and advice from WorkSafeBC, BC Centre for Disease Control, and from Regulated Health Professions that have a similar practice risk profile to Osteopathy and Massage Therapy.

We kindly ask that you **please familiarize yourself with the following information** so that we can all keep each other as safe as possible.

COVID-19 Pre-screening questionnaire & Consent Form

One of the most effective ways of preventing COVID-19 transmission is to make sure that anyone who might have symptoms of COVID-19 stay home and self quarantine. If you are in doubt, there is a great tool to determine if treatment is suitable. If this applies, please fill out the following *BC COVID-19 Symptom Self-Assessment Tool* no earlier than the evening of your treatment. If you are experiencing symptoms and have not been tested for COVID - 19 please call 8-1-1.

The link for the assessment is provided below:

<https://bc.thrive.health/covid19/en>

It is now required that a new COVID-19 Pre-screening questionnaire and Consent Form be filled before **every treatment**. The COVID-19 questionnaire and Consent Form will be sent to your email in advance of your appointment. Please fill it out the **same day** as your treatment as it's important to declare your most current health status. If you do not have this filled out prior to the appointment, it will delay the start of your visit and cut into your treatment time.

While we can't be 100% certain that someone doesn't have an asymptomatic COVID-19 infection, we can mitigate a lot of the risk through proper hygiene and sanitation protocols. Research has shown that the virus spreads through droplets and is not airborne, which means that staying home when sick (even if your symptoms are mild), physical distancing, not touching your face, and sanitation of hands and communal surfaces are very effective in prevention of asymptomatic transmission.

Arrival

To maintain physical distancing in the reception, please do not enter the clinic any earlier than 5 minutes before your scheduled appointment.

The building has put in place COVID-19 measures regarding entry, elevators and sanitation. For the time being, if you arrive through the front doors of the building, there will be only one door to enter through, and you will be met by a "Greeter" between 8am and 5pm, Monday - Saturday, who will likely ask you to show that you have an appointment (please do so via email/text reminder on your phone). It's not clear whether you will meet a Greeter if you come up through the parkade. If your appointment is after 5pm, please email your practitioner that you've arrived, and they will come down and let you in through the front doors however, you may be still be able to get in yourself through the parkade. If your appointment is on a Sunday with Lisa, please email Lisa upon arrival and she will come down stairs to let you in.

As for the elevators, there is a new **two person per elevator rule**. Please take these factors into consideration when planning your arrival timing.

Physical Distancing, Hygiene and Personal Protective Equipment

When you arrive to the clinic, the main door will already be open, and you will be required to use hand sanitizer before coming into the treatment room. We will open and close the treatment room door for you.

Physical distancing is of utmost importance up until treatment time. Please keep yourself at least 2 meters from anyone else that you encounter in the clinic, and if needed, only use the plastic chairs for sitting and please maintain physical distancing from anyone else in the waiting area.

Masks for Osteopathy

Masks are mandatory during treatment whenever 6 feet of physical distancing cannot be maintained. This applies to both patient and Osteopathic practitioner. Please bring your own or a disposable one will be provided for you if you do not have one.

Masks for Massage

Masks are not mandatory for treatment, but a disposable mask will be available if requested otherwise please bring your own mask.

Most importantly, please don't touch your face! If you have an itch, or need to blow your nose after being face down in treatment, please let us know-we will supply you with tissues and hand sanitizer. If you have to cough or sneeze, use your elbow, not your hand to cover your mouth and nose.

After the treatment, please use the provided hand sanitizer after getting dressed and or before touching the treatment room door handle to leave.

Sanitation Protocol

The building itself is regularly sanitized throughout the day. (Elevator panels, door handles, handrails, washroom fixtures etc.) The clinic reception and kitchen will also be regularly sanitized. (minimum 3x per day) The treatment room and table will be thoroughly sanitized **after every treatment**. Please understand that in order to minimize transfer of viral droplets your Osteopathic practitioners will not be using clinic sheets on the bed thus

enabling us to immediately sanitize the bed. Please note that the treatment of babies will include clean bed sheets.

Treatment Time

As mentioned before, please do your best to not arrive to the clinic for your appointment too early to ensure physical distancing in the reception. Also please be aware that for our team to provide the safest care, we will have to end our appointments on time, which means that we unfortunately we will not be able to be as generous with time at the end if you're running late. Late arrivals, and not having your forms completed prior will cut into your treatment time.

Cancellation Policy Regarding COVID-19 Symptoms

If you need to cancel an appointment because of COVID-19 symptoms please do so, there will be no charge regardless of when the cancellation occurs. This new policy is built on trust and understanding in order to prevent possible COVID-19 transmission. Even if you come down with symptoms last minute, it is better to cancel than to gamble. If you cancel due to suspected COVID-19 symptoms, we will need to have a follow-up conversation when you are better before resuming future treatments.

Also, if Melisa, Michelle or Lisa develop any symptoms of illness, we will have to cancel the entire day immediately even if it's right before a treatment. While we will do our best to avoid any short notice cancellations, your health and safety and that of our team and our families is much more important than inconvenience.

Thank you

We understand that this is a lot of information, but as Edward Everett Hale said, "Coming together is a beginning; keeping together is progress; working together is success."

We appreciate your co-operation and understanding.

The Vancity Osteopathy Team,
Melisa, Michelle and Lisa