



Fulcrum Health Centre

Return to Clinical Practice, Covid-19 Safety Plan

It is important that patients **review and understand this document before receiving services at Fulcrum Health Centre (FHC)**. This plan outlines rules of conduct and expectations of patients as well as practitioners at FHC. This document is to inform the public of protocols in place to reduce the risk of exposure to the virus that causes Covid-19 while at FHC.

The information in this document is to meet the requirements of various provincial regulators. The *College of Massage Therapists of BC*, *Osteopathy BC*, and the *Ministry of Health* (Guide for Personal Services), as well as meeting the requirements of malpractice and commercial liability insurers. These protocols will be continually updated to adhere to provincial health guidelines as they evolve.

The guidelines presented here are necessary requirements needed to be able to commence clinical practices at FHC. This document will be posted on our website, emailed to patients at the time of booking, and reviewed with all patients before treatment; at subsequent treatments it will be reconfirmed that no changes have been made to the protocols. This document will be made available to WorksafeBC or Public Health representatives upon request.

Current State of Knowledge

The BC Centre for Disease Control reports:

“CORONAVIRUS IS TRANSMITTED VIA LIQUID DROPLETS WHEN A PERSON COUGHS OR SNEEZES. THE VIRUS CAN ENTER THROUGH THESE DROPLETS THROUGH THE EYES, NOSE OR THROAT IF YOU ARE IN CLOSE CONTACT.

THE VIRUS IS NOT KNOWN TO BE AIRBORNE (E.G. TRANSMITTED THROUGH THE PARTICLES FLOATING IN THE AIR) AND IT IS NOT SOMETHING THAT COMES IN THROUGH THE SKIN.

IT CAN BE SPREAD BY TOUCH IF A PERSON HAS USED THEIR HANDS TO COVER THEIR MOUTH OR NOSE WHEN THEY COUGH. THAT’S WHY WE RECOMMEND YOU COUGH OR SNEEZE INTO YOUR ARM AND WASH YOUR HANDS REGULARLY.”

source: (BC Centre for Disease Control. “How It Spreads.” Accessed May 20, 2020. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>.)

bclaws.ca adds,

“A PERSON INFECTED WITH SARS-COV-2 CAN INFECT OTHER PEOPLE WITH WHOM THE INFECTED PERSON IS IN DIRECT CONTACT, THROUGH DROPLETS IN THE AIR, OR FROM FLUID CONTAINING SARS-COV-2 LEFT ON SURFACES

PEOPLE WORKING IN CLOSE CONTACT WITH ONE ANOTHER IN A WORKPLACE CAN PROMOTE THE TRANSMISSION OF SARS-COV-2 AND INCREASE THE NUMBER OF PEOPLE WHO DEVELOP COVID-19”

source: (gov.bc.ca. “Exerpts from the Order Of The Provincial Health Officer,” n.d. https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/COVID-19/class_order_employers_COVID-19_safety_plans_COVID-19_may_14_final.pdf.)

Efforts to Reduce Transmission

The overall aim of these protocols is to reduce potential coronavirus transmission using the following methods:

- Screening
 - Require **ongoing self-assessment for signs of Covid-19 related illness** from both **patient and practitioner**
- Distancing
 - **Reduce all non-treatment related physical interactions** amongst all people within the practice environment
- Hygiene
 - **Hand hygiene** requirements
 - Avoiding face-touching
 - **Practice enhanced cleaning** protocols
 - Use appropriate use of personal protective equipment (**PPE**)
- Consent & Professional Obligations
 - Meet professional obligations, particularly related to **informed consent** and liability insurance

Screening

Pre-screening

- FHC will make every effort to book **high-risk-profile patients** at very different times than **those who are considered to have particularly vulnerable immune systems**.
 - **Please contact us before making an online booking** if you are considered to have a *higher-risk-profile* (those that work with Covid-19 populations, those that are listed as exempt from a travel-ban order, or distancing order), or if you are considered to have a vulnerable immune system.
- We are under advisement and have a duty to inform **patients with weakened immune systems** that **they should consider their urgency for care** and postpone treatment if possible. Examples include those who are:
 - over 70 years of age
 - diabetic
 - immunosuppressed
 - undergoing treatment for cancer
 - pregnant
 - suffering from cardiovascular disease
 - More vulnerable to an existing condition of any kind

Before Arriving: Pre-Screening, Self-Assessment for Symptoms of Covid-19 for Patients & Practitioners

- FHC is required to inform patients about their responsibilities at the time of booking. The online booking software will send them a copy of these protocols as part of a **Covid-19 Specific Consent** they will be **required to sign electronically prior to arriving at their appointment**.
- **One day prior to their booked appointment**, the patient is required to complete the online **BC COVID-19 Symptom Self-Assessment Tool** (The tool can be found here: <https://bc.thrive.health/covid19/en>) and **stay home if they experience any symptoms** of Covid-19.
- The day before a **patients first visit to FHC under these new protocols, it is required that they be contacted by phone** to discuss and confirm usage of the Self-Assessment Tool.
 - For **subsequent visits** to FHC under these new protocols, FHC will communicate with the patient one day before their appointment; these repeat verifications can be done by **text or email**.
- An appointment **must be cancelled immediately if either the patient or the practitioner presents with even mild symptoms that may be signs of Covid-19**. Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. Including:
 - **Fever**
 - **Cough**
 - **Chills**
 - **Shortness of breath/difficulty breathing**
 - **Sore throat or pain with swallowing**
 - **Stuffy or runny nose**
 - **Loss of sense of smell or taste**
 - **Headache**
 - **Muscle aches**
 - **Fatigue**
 - **Confusion**
 - **Loss of appetite**
 - **Diarrhea**
 - **Purple coloured skin rash**
- Covid-19 Symptoms may range from mild to severe. Patients are required to **cancel appointments** if on the day of their appointment they **develop symptoms** or experience *'just the sniffles'*, *'seasonal allergies'*, or *'just feeling under the weather'* types of symptoms. In such cases, the appointment should be cancelled even without notice
 - Late cancellation fees due to illness will not be charged.
 - The late cancellation due to illness will be documented in the patient's chart.
 - We will request that the patient phone 8-1-1 and speak with a health nurse at HealthLinkBC.
- **The practitioner will use the BC COVID-19 Self-Assessment tool daily** and commits to canceling all appointments if symptoms appear.
- The nature of the therapeutic practices at FHC means that within the treatment room **physical distancing is not possible**. In order for treatment to commence the practitioner and patient must **agree that the therapeutic benefit of therapy outweighs any potential risks or consequences of treatment, including the possibility of viral transmission**.
- **Patients must confirm** that they have **not**
 - **been in contact** with anyone displaying illness, or signs and symptoms of Covid-19 within 14 days prior to their treatment.
 - **travelled outside British Columbia within 14 days** prior to their appointment.
 - (Are not) **awaiting the results of a Covid-19 test or in the last month tested positive for Covid-19**.

If quarantine is required, it must have been completed.

Upon Arrival

- When greeted the patient will be asked if they need to use the washroom before entering the clinic.
- The practitioner and patient will **advise each other of their current Self-Assessment results** for that day.
- If the practitioner suspects the patient may be unwell, **temperature or oxygen levels** may be measured.
- The treatment will be **cancelled immediately** if it is determined by the practitioner that the patient does not meet the pre-screening criteria upon physical presentation at the clinic.
- **We request that masks be worn at all times within the clinic space.** If the patient has a mask, they are asked to bring it with them and wear it when they arrive. If the patient does not have a mask, a single-use mask will be provided and they will be asked to wear it upon entering the clinic space.
- Upon entry into the clinic, **patients will be invited to wash their hands** in FHC's staffroom area.

Distancing

Physical Distancing

- Only **1 person/patient per practitioner** is permitted within the treatment room at any given time. Patients must arrive unaccompanied. Please make arrangements with us if you require mobility assistance or if the treatment is for a minor who is too young to attend alone.
- The practitioners accompanying their patients will be the only people in the clinic space during the treatment; the unit **door will be kept locked** to prevent others from entering.
- Practitioner and patient are required to maintain a distance of 2 meters (6 feet) between one another **in all clinic areas that are outside the treatment room.**
- We have removed all but one chair from our waiting area, however patients are not permitted to lounge in the clinic reception area before or after the treatment. We ask that you **try to be finished at our clinic (and washrooms) promptly after your treatment time is scheduled to end.** Appointment times are scheduled to reduce the likelihood of patients crossing paths, and to allow for time in-between sessions for enhanced cleaning.
- Patients are asked to arrive on time, no earlier than 5 minutes before their appointment.

Common areas in 805 West Broadway

- When patients arrive at 805 W Broadway, they may be greeted by someone controlling traffic flow through common entry space. Elevators are restricted to 2 people per car.
 - If your appointment is scheduled off peak hours, someone from FHC is required to meet you at the main entrance of the building and escort you to our clinic.
- The patient can leave independently without being escorted out.
- When you arrive on the 19th floor please wait outside the door for FHC and your practitioner will let you in. There will be a chair beside our door that you may sit in if you like.

Within FHC common areas

- In an effort to minimize patient touchpoints within the clinic, **the practitioner will open clinic door for the patient at the time of entry, and** will be locked behind them to prevent anyone else from entering the space during the course of the treatment. The clinic door will be re-opened by the practitioner at the end of the appointment to allow the patient to leave without touching the door knob.
- **Self serve items have been removed** from the wait-room area.

Within the treatment Room

- **It is not possible to maintain physical distancing while in the treatment room.**
- Patients will be asked to **keep all personal belongings in a plastic basket** which will be sanitized between patients. Patients may use the plastic hangers in the treatment room. The hangers and splash guard area will be sanitized after every appointment.

Restrooms

- The restrooms, located outside of the clinic in the stairwells, are maintained by 805 W Broadway. We ask that patients use a paper towel to handle the key. The key will be cleaned after every use.
 - Soap and fresh paper towels for drying will be available at all times in the washrooms; the paper towel **located above the sinks.**
- A waste bin has been placed next to the stairwell door so that patients may use a paper towel to open the door, and then discard of it before re-entering the clinic space

Hygiene

Hand Hygiene

- Immediately upon entering the clinic space the patient will be invited to either:
- Go directly to the sink and wash their hands with soap and water for at least 20 seconds and then dry thoroughly.
 - Or, use the hand sanitizer dispenser offered to them by the practitioner.
 - If hands are visibly soiled, the patient must opt to wash hands at the hand-washing sink.
- The practitioner will wash hands thoroughly for at least 20 seconds between patients, before and after disinfecting spaces, and before donning or doffing PPE like gloves, face-masks, or shields.
- Hand washing protocols will be posted visibly in the clinic

Minimize touch of objects in the clinic space

- Our goals are to have wipeable surfaces throughout our clinic space, and to **minimize patient-touch points.**
 - We will no longer use our personal devices to receive payments. We ask that **all payments be made by email money transfer the day of the appointment, poor**

- to arrival.** In the event that the therapist determines the patient to be contraindicated for treatment, the money will be refunded. In the case of missed appointment or very late arrival, there will be no refund and the receipt provided will read *“missed appointment”*.
- All receipts will be emailed; **we do not provide printing services.**
 - We ask that **patients minimize touch of objects in the clinic space**, (including plants, ledges, and walls); all surfaces and objects touched by the patient will be sanitized between treatments.
 - To minimize patient touchpoints within the clinic the practitioner will try to open and close all doors for the patient.
 - We request that if a patient opens or closes doors for themselves that they use a tissue or paper towel barrier.
 - Door handles will be sanitized after every appointment.
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Face Touching

- Tissue will be available throughout the clinic. Patients and practitioners are asked to use tissue to address an itch and/or touch the face for any other reason.
 - Treating structures of the face will be avoided. We will continue to include craniosacral considerations in our treatments (treating structures of the head).
 - We will request for a verbal consent before working on the cranium.
 - Should your practitioner determine that treatment of a face structure is indicated
 - Risk and benefit must be discussed, and consent obtained from the patient. The practitioner will communicate with the patient that coronavirus 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.
 - The practitioner will use hand sanitizer beforehand.
 - A tissue or fabric layer will be used as a protective barrier.
 - Intraoral TMJ (jaw) treatments will not be conducted at this time.
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Enhanced Cleaning

- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room.
- Visibly soiled surfaces will be cleaned and disinfected using a Canada Health Approved for use against Covid-19 disinfectant as listed here: <https://www.canada.ca/en/health-canada/services/drugs-healthproducts/disinfectants/covid-19/list.html>
- All high-touch surfaces will be cleaned and disinfected between patients, regardless of appearances. High-touch surfaces include (but are not limited to):
 - Light switches, door knobs, electronic devices, table surfaces, chairs, stools, window coverings, faucets, etc.
 - The treatment table, table levers, and face cradle
- Common areas will be cleaned and disinfected at least twice a day.
- All linens, including blankets and pillow cases are single use only and will be laundered using a professional launderer using industry standard practices.
- A disinfected single-use plastic bin has been placed in the treatment room. The patient will be asked to keep all of their personal belongings in this bin during the treatment. Post treatment,

this same bin will be used to carry used linens to the staffroom for washing. Bins will be disinfected between each patient before cycling back into use.

- A list of cleaning and sanitation products will be listed on our website.

Personal Protective Equipment

Provincial Health guidelines require wearing a mask in situations where social distancing is not possible.

- **Masks:** In order to forgo social distancing, it is required that all parties wear a mask. Cloth or disposable paper masks are acceptable, medical grade is not a necessity.
 - We ask that patients wear a face-mask that cover both the nose and mouth at all times within the clinic space.
 - While in the prone position (laying face down), if the patient is having difficulty breathing through their mask, we have added a fabric under the face rest to act as a droplet shield so that you may remove your mask for the time you are in that position).
 - The practitioner will wear a mask at all times, and change masks after every patient. The practitioner may choose to wear a disposable or a laundered cloth mask; cloth masks will be washed after each treatment.
 - The practitioner will wear a face-shield if the patient requests it.
- The practitioner will wear non-latex gloves if/when appropriate.
 - Gloves may be appropriate when the practitioner's hands or skin of the hands are otherwise injured, or when over-use of cleaning and/or chemicals causes skin irritation.
 - Gloves are also considered appropriate and will be worn by the practitioner at the patient's request.
 - Hands will be washed prior to putting the gloves on and immediately after removing them.
- The practitioner will wear a clean shirt or top layer, and change after each client.

Consent (Professional Obligations)

Asymptomatic Spreaders

- Asymptomatic transmission of the coronavirus is an **unavoidable risk** of practice until we've acquired herd immunity, or there is effective treatments or vaccine against Covid-19.

Informed Consent

- Regarding current Covid-19 risks, **informed consent requires that the patient be informed and understands** that:
 - **Any manual therapy treatments involve some risk of Covid-19 transmission**
 - **The practitioner is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero**
 - **The patient consents to the treatment despite some risk**

- **For initial appointments following these new protocols, we will require a signed consent form that will be attached to your file. At every subsequent treatment it will be verbally re-confirmed that nothing has changed for either party regarding the consent agreement, and the verbal consent will be documented in the patients file.**
- Covid-19 Specific Consent requires patients to

*understand that while we've taken all possible measures to minimize risk of viral transmission, **there is the possibility of coronavirus-related risks associated with your visit to FHC. The patient releases the practitioner, clinic, and additional insured parties (building management companies controlling public space at 805 West Broadway) from any and all liability related to coronavirus exposure or sickness.***

- Our insurance providers have informed us that coverage for patient claims concerning coronavirus exposure related to a visit to our clinic does not exist, the patient must

understand there is risk of coronavirus exposure, and the patient agrees to assume that risk when visiting FHC.

In the Event That a Patient Alleges they Caught Covid-19 From The Practitioner

- The **practitioner will immediately call public health** at 8-1-1 to report the alleged transmission, **providing** both the name of the practitioner and **the name and contact details of the patient.**
 - **The patient must agree to the release of this information in this circumstance in order to receive treatment.**
 - All appointments will be cancelled and the practitioner will cease to provide services until Public Health has investigated and provided direction.
 - The practitioner will immediately self-isolate until Public Health has investigated and provided direction.
- We have put into place protocols to help mitigate that risk as outlined in the preceding documentation.

Liability Insurance

- Cody Cummings Osteopathic Manual Practitioner (DOMP) carries professional liability insurance through AON as provided through Preventative Health Services Group
- Cody Cummings RMT carries professional liability insurance through Wilson M. Beck as provided through the Registered Massage Therapist Association of BC.
- Erica Trivett Osteopathic Manual Practitioner (DOMP) carries professional liability insurance through Lacker McLennan Insurance Ltd.
- Erica Trivett Practitioner of the Feldenkrais® Method of Somatic Education carries professional liability insurance through Lacker McLennan Insurance Ltd.