

**DIMENSIONAL**  
Registered Massage & Wellness



**mūva** PHYSIO -  
THERAPY

~ Providing quality care through manual therapy, movement rehabilitation and patient empowerment ~

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## Covid-19 Return to Practice Plan

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“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.”

**-BCCDC**

### **Purpose:**

This plan was developed with the goal of reducing the risk of exposure to Covid-19 for both patients and practitioners within our clinical setting. Here, we identify the actions the therapists at Dimensional Massage Therapy and Wellness commit to, and that all visiting patients must commit to, in order to resume registered massage therapy services.

### **We Aim to Reduce Transmission by:**

- Conducting ongoing self-assessment for signs of Covid-19 related illness in both the patient and the therapist
- Reducing all physical, non-treatment related interactions amongst all people within the practice environment
- Enforcing hand hygiene requirements and avoiding face touching
- Enhancing cleaning protocols
- Appropriately using personal protective equipment (PPE)
- Meeting professional obligations, such as informed consent

## Screening Protocol for Patients and Therapists

### Pre-Screening / Prior to Arrival

- Patients will be informed about their responsibilities at the time of booking and a notice will be placed on the website. Online booking software will send them a copy of these screening protocols, along with a Covid-19 specific consent form they will be required to sign electronically, prior to receiving treatment.
- Within 24 hours of their booked appointment, the patient is required to complete the online BC COVID-19 Symptom Self-Assessment tool and to stay home if they experience any symptoms. The tool can be found here: <https://bc.thrive.health/covid19/en>
- The therapist will verify that the patient has completed the self-assessment survey sent by email up to 24 hours before their appointment time. If there are any concerns with the survey outcomes the therapist will contact the patient to discuss their self-assessment. Patient's state of health will be confirmed again upon arrival for their appointment.
- The therapist will use the BC COVID-19 Self-Assessment tool themselves daily, and commits to cancelling all appointments, calling 811, and notifying coworkers if symptoms appear.
- Symptoms of Covid-19 are similar to other respiratory illnesses or seasonal allergies, and can range from mild-severe. Patients are required to cancel appointments if they experience what they determine to be 'just the sniffles,' 'seasonal allergies' or 'just feeling under the weather,' on the day of their appointment.

An appointment must be cancelled immediately if either the patient or the therapist presents with even mild symptoms that may be signs of Covid-19 including:

- Fever
- Cough
- Chills
- Shortness of breath
- Sore throat or pain with swallowing
- Stuffy or runny nose
- Loss of sense of smell or taste
- Headache
- Muscle aches
- Fatigue
- Loss of appetite
- Chest pain or difficulty breathing

- Patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of massage therapy means that physical distancing is not possible in the treatment room. In order for massage therapy treatment to commence the therapist and patient must agree that the therapeutic benefit of massage therapy outweighs any potential consequence of treatment, including the possibility of viral transmission.
- Patients must confirm that they have not travelled in the last 14 days, been in contact with anyone displaying illness or signs and symptoms of Covid-19, or been exposed to anyone who has travelled within 14 days prior to their treatment.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.

### **Upon Arrival**

- If not already done, the therapist will confirm the self-assessment and pre-screening protocol was conducted by the patient within 24 hours prior to the treatment and confirms that the patient shows no signs at the time of their appointment.
- The therapist will confirm their own self-assessment results to their clients to ensure transparency.
- All therapists will wear medical masks or masks with a middle filter layer to ensure the best filtration for the safety of our patients.
- All patients will be expected to wear a mask while they are in the clinic. Patients are asked to bring their own mask and wear it upon arrival. To best protect our therapists, we prefer clients to wear masks with a filter layer such as medical disposable masks or cloth masks made from tightly woven material and a middle filter layer. While this is preferred, all mask types will be accepted at this point. Further recommended mask guidelines can be found here on the government of Canada website:  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>
- If the patient does not have a mask, one free medical mask will be provided and they will be asked to wear it upon entering the clinic space. Further masks can be purchased for \$1.50 at the clinic.
- The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria upon physical presentation at the clinic.



Patients must understand:

- That the therapist reserves the right to refuse treatment if the patient is not honest about any of the screening protocols or if the patient does not adhere to the strict on-site policies in place.
- Both the patient and therapist must agree that the benefits of massage therapy outweigh the potential risks involved.
- They will not be charged a late cancellation fee if they cancel due to illness.

## Physical Distancing

### Scheduling

- Therapist's shifts and appointment times are staggered to reduce the risk of patients crossing paths.
- Therapists will be screening patients to assess if they may be "increased risk to contract/spread the virus" (ex. hospital staff, essential workers unable to enforce social distancing in their work) or "vulnerable populations" (at higher risk of severe disease). This screening will ensure patients will be booked during the safest treatment times for themselves and other clients scheduled that day.
  - Starting June 2nd 2020, Tuesdays will be prioritized to patients who qualify as "vulnerable populations" only. These include patients with pre-existing lung condition(s), with a decreased immune system, prenatal, over the age of 65, or who are caregivers/in direct contact with someone in the previous categories. Clients booked on Tuesdays are also expected to be adhering to social distancing protocols at home as best they can.
  - Starting immediately, all clients who qualify as "increased risk to contract/spread the virus" will be booked as close to the end of therapist's shifts as possible, to ensure decreased exposure to other clients. These include, but aren't limited to hospital staff and workers unable to enforce social distancing.
  - Patients are asked to inform therapists prior to or upon booking if they feel they fit into these categories.
- Appointments will be firmly punctual and allow for time in between appointments for enhanced cleaning.
- Appointment times longer than 60 minutes will be limited until further notice.
- Patients are asked to arrive on time and not early or late for appointments.

- Patients are required to wait in their vehicles or outside the clinic, until their treatment time.

*At our Sahali location:* The front door will be locked until 3-5minutes before the patient's scheduled treatment time. Patients are asked to please wait outside until their treatment time before entering. Or, due to the changing weather, Patients may enter the clinic a few minutes prior to their scheduled appointment time and sit in the designated areas of the waiting area.

*At our Valleyview location:* The front door will be locked until the patient's scheduled treatment time, at which time the therapist will open the door and let them in. Parking is available directly in front of the entrance to the clinic. Patients are encouraged to stay warm waiting in their car until they see their therapist come out to get them.

- The clinic door will be opened for the patient by the therapist and will be locked behind them to prevent anyone else from entering the space. The clinic door will be re-opened by the therapist at the end of the appointment for the patient to leave without touching the door knob.

### **Reception Area / Entry into Clinic Space**

- Only 2 patients are permitted in the main clinic space at any given time. Patients must arrive unaccompanied. Social distancing between patients in the common areas will be enforced.
- The therapist and the patient will both maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room as best as possible.
- Water glasses have been replaced by disposable cups. Washing hands for 20seconds or using hand sanitizer will be required prior to pouring water.

### **Within the Treatment Room**

- Patients must recognize that It is not possible to maintain physical distancing while in the treatment room.
- Patients will be asked to hang their belongings on hooks on the back of the door, which will be sanitized between patients.

### **Restroom Use**

- The restroom is equipped with a soap dispenser, single use towels and proper handwashing guidelines. These will be available at all times. The restroom will be sanitized by the therapist between each use.

## Hand Hygiene

### Reception Area / Entry into Clinic Space

- Immediately upon entering the clinic space the patient must:
  - go directly to the restroom sink without touching anything inside the clinic and wash their hands with soap and water for at least 20 seconds and then dry thoroughly,
  - or, use the hand sanitizer dispenser that is fixed to the wall just inside the clinic door outside the treatment room
- Upon entering if the client has not brought their own mask, they are asked to use hand sanitizer before putting on one of the disposable masks provided.
- If hands are visibly soiled, the patient must opt to wash hands in the restroom.
- The therapist will wash hands thoroughly for at least 20 seconds before and after treating patients, before and after disinfecting spaces, and before applying chosen PPE, such as facemasks.
- Hand washing protocols will be posted visibly in the reception area and at sinks
- Payment occurs in the reception area. Cash will not be accepted at this time. Patients are asked to use the online booking system to add a credit card to their file for touchless payment if possible. A wireless Point of Sale system with Tap is available for card use. In the event that these do not work the POS machine will be sanitized between each patient.
- Receipts will be emailed, not printed, as much as possible.
- Therapists will wash their hands or use hand sanitizer before using the main computer and will disinfect the phone after each use.

### In the Treatment Room

- The therapist will open the door to the treatment room and allow the patient to enter. The therapist will open/close the door before, during and after the treatment as required – reducing the need for the patient to touch the door.
  - Patients will be permitted to open the door for themselves after the treatment to let themselves out of the treatment room.
  - Tissue is available inside the treatment room that the patient may use as a barrier when opening the door.

- Hand sanitizer is available within the treatment room; patients are asked to wash or sanitize their hands after the treatment.
- The door and door-knobs will be disinfected between each patient.

## Sanitization Policy

- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room.
- Common touch areas will be cleaned between clients, including the restroom, with 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 linens, including blankets and pillow cases are single use only and will be laundered using high heat between each use.
- No hydrotherapy supplies, thermophores, table warmers or covers will be used unless covered with a protective layer that can be sanitized between each use.
- 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, POS machine, electronic devices, table surfaces, chairs, stools, window coverings, faucets, etc.
  - treatment table, table levers, face cradle, lotion bottles will be immediately cleaned after each treatment.

## Professional Obligations

### In the Event that a Patient Alleges they caught Covid-19 from the Therapist

- The therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the RMT and the name and contact details of the patient.
  - The patient must agree to the release of this information in order to receive treatment.
- All massage therapy appointments will be cancelled and the therapist will cease to provide services until Public Health has investigated and provided direction.

- The therapist will immediately self-isolate until Public Health has investigated and provided direction

## **In the Event that the Therapist Catches COVID-19 or Displays Symptoms of Covid-19**

- The therapist will immediately self-isolate.
- The therapist will call public health at 8-1-1 to report the symptoms and request access to Covid-19 testing.
  - All massage therapy appointments will be cancelled and the therapist will cease to provide services until test results are returned negative and symptoms are resolved.
  - If testing proves positive the therapist will follow Public Health directives in informing patients treated over the previous 14 days and coworkers about potential transmission.

## **Informed Consent**

In the current environment of Covid-19 risk, informed consent requires that the patient be informed and understands that:

- Any massage therapy treatment involves some risk of Covid-19 transmission;
- The therapist 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;
- And the RMT will document the patient's consent in advance of each treatment.