

Island Family Chiropractic COVID-19 Phase 2 Workplace Safety Plan

Hygiene, Cleaning, and Disinfection

- 1) All employees will wash their hands:
 - a) On arrival in the clinic
 - b) Before entering and after leaving shared workspaces
 - c) Before and after using the bathroom
 - d) Before and after breaks
 - e) Before leaving the clinic
- 2) Alcohol-based hand sanitizer will be provided to each member of the staff in shared workspaces, in each adjusting room, and at the clinic entrance and exit.
- 3) Common areas will be disinfected (sprayed and wiped) prior to the start of the shift (with disinfectant (Oxivir) and 5 minutes dwell time given), every two hours during patient care (with Oxivir), and at the end of the day (with disinfectant and left to dry):
 - a) Reception desk including PIN pad for POS machine
 - b) Door handles at entrance and exit (inside and outside)
 - c) Chairs
 - d) Book Bench
- 4) Shared workspaces will be disinfected with Oxivir prior to the start of the shift and at the end of the shift. If the workspace is being shared, commonly touched areas will be disinfected with Oxivir or Clorox wipes every hour during which the workspace is shared. Focus will be given to:
 - a) Telephone
 - b) POS Machine
 - c) Desktop Surface
 - d) Keyboards and Mouses
 - e) Photocopier
- 5) The bathroom will be disinfected prior to the start of each shift and every two hours through the day, and at the end of the day. Countertops, sink, paper towel dispenser, garbage can, toilet and handrail will be sprayed with Benefect Decon 30, and 10 minutes dwell time given before being wiped down.
- 6) The back office will be sprayed with disinfectant (Oxivir) and 5 minutes dwell time given at mid day and at the end of each day. Focus will be given to:
 - a) Desktop
 - b) Filing cabinet
 - c) Microwave
 - d) Espresso Machine
- 7) Adjusting rooms will be disinfected between patient visits (Oxivir or Bioesque) with appropriate dwell time given:
 - a) Adjusting table
 - b) Any surfaces touched by patient (chairs, table, etc)
 - c) Integrator tip will be disinfected with rubbing alcohol
- 8) Staff training to be provided to ensure safe handling and effective application of cleaning products.
- 9) Whenever possible, windows are to be kept open, and the HVAC fan will be running at all times when the office is in operation.

PPE

- 1) Employees will wear masks at all times while in public spaces of the clinic, except when in the break area to eat or drink. If working behind the plexiglass barrier on their own, no mask is required. When more than one employee is working behind the plexiglass barrier, masks shall be worn at all times. The following procedure will be followed regarding use of masks:
 - a) Prior to donning mask, wash hands with soap and water or use alcohol-based hand sanitizer.
 - b) Put mask on coloured side facing outward.
 - c) Place an ear loop over each ear, mold the metallic strip over the bridge of the nose, and be sure to open the mask so that the chin is covered.
 - d) Do not touch the mask while wearing it and replace the mask if it becomes dirty.
 - e) After doffing mask, place it in the garbage and wash hands or use alcohol-based hand sanitizer to cleanse hands.

Staff Areas and Workflow

- 1) Employees will take their temperature upon arrival for each shift.
- 2) Employees may not come to work when sick. They must stay home until tested for COVID-19 and are feeling well (using BC CDC flowchart for healthcare workers re return to work).
- 3) Wherever possible, two metre distancing will be maintained.
- 4) Staff are requested to come straight from home to the office. If they stop on the way to the office, they are requested to change upon arrival. If staff are not travelling directly home after work, they are requested to change clothes before leaving the office.

Scheduling Appointments and Communicating with Patients

- 1) All patients will wear masks (non-medical or medical) in all areas of the clinic at all times.
- 2) No more than 3 patients or family groups will be in the waiting room at one time.
- 3) If a family group is in the office, we will ensure 2 metres distance between that family group and any other patients in the office at the same time.
- 4) When speaking with patients during scheduling and appointment reminders, ask patients to consider:
 - a) Rescheduling if they become sick, are placed on self-isolation, or have travelled out of BC within the last 14 days.
 - b) Attending appointments alone where possible, and not bring friends or children.
- 5) Forms that need to be filled out will be emailed to the patient prior to appointment wherever possible. If this is not possible, any clipboards and pens will be disinfected prior to re-use.

Reception

- 1) Signage at the entrance of the clinic and within the clinic to assist with communicating expectations, such as wearing of masks, [hand hygiene](#), physical distancing, reporting illness or travel history, [occupancy limits](#) and no entry if unwell or in self-isolation.
- 2) Door signs will ask patients not to enter if they are unwell, have travelled outside Canada, or awaiting results of a COVID-19 test.

- 3) Receipts will be emailed wherever possible.
- 4) The TAP function on the POS terminal has been enabled, and patients are encouraged to keep their credit card information on file for contactless transactions.

Waiting Room

- 1) The waiting room has been arranged in a way that allows at least two metres of physical distance between each patient.
- 2) Patients have been instructed to arrive no more than five minutes before their expected appointment.

Provision of Chiropractic Care

- 1) All surfaces will be sanitized between patients.
- 2) The doctors will always practice effective hand hygiene after each client by washing hands with soap and water or using an alcohol-based hand sanitizer [approved by Health Canada](#) (DIN or NPN number).
- 3) Treatment rooms will be allocated to a single doctor per shift.

Preparing for Next Appointment/End of Day

- 1) Waiting room, adjusting rooms and bathroom will all be sanitized at the end of the day in keeping with instructions above. Additionally, the plexiglass shield will be cleaned with disinfectant at the end of each.
- 2) Towels or any other items contacting a client are to be discarded or laundered between each use.
- 3) Work clothing should be placed in a bag and laundered after every shift.

Policy on Illness and Sickness

- 1) Employees may not come to work if there are any signs of illness: fever, chills, aches, cough, runny nose. The Island Health decision-making tree will be used to assess return to work:
 - a) If a COVID test has been done and the result is negative, and the only remaining symptom is a dry cough, the employee may return to work.
 - b) If no COVID test has been done, the employee must wait at least 10 days AND have only a dry cough remaining at the end of their illness prior to returning to work.
- 2) Current policy on paid sick days will remain in effect: employees accrue a half day of paid sick time per month and may borrow ahead on paid sick time up to a total of six days per year. Policy outlined in averaging agreements signed at commencement of employment.

Documentation and Training

- 1) As of return to work on May 20, 2020 staff have been given information on the risk of exposure to COVID-19 and the signs and symptoms of the disease.
- 2) Instructions to staff on methods for maintaining physical distance.
- 3) A staff training on the contents of this manual will be done starting May 21, 2020 and concluding no later than May 28, 2020.

- 4) Employees will be provided with up-to-date information on public health officer orders and guidance.
- 5) Employees are requested to report concerns that they have or that patients may have about the safety of the workplace environment.