

## **COVID-19 STUDENT CLINIC PROCEDURES AND PROTOCOLS**

We want to assure you that we are doing everything we can to provide the cleanest and safest possible clinical environment. We are following the combined policies and recommendations from the College of Massage Therapists of BC (CMTBC), the Registered Massage Therapists Association of BC (RMTBC), the Provincial Health Officer (PHO), the BC Centre for Disease Control (BCCDC) and WorkSafeBC. These policies may change and be amended as more information becomes available.

### **Clinic Changes**

- Clients are required to wait outside the reception, either in your car or in an area designated by Clinic Staff. We ask that clients arrive no more than 5 minutes before their scheduled appointment time.
- We will come to the front door to bring you in and provide you with a mask, if you haven't brought your own. There is a small fee of \$1 to cover the cost of the mask. Both the client and the therapist are required to wear a mask during the treatment. Masks may be adjusted by the client when lying face down in the cradle if needed, otherwise the mask must remain on for the duration of the treatment.
- Temperature of the client will be taken at the door with a touchless thermometer.
- For payment: Debit, E-transfer and credit card with tap are available. Cash is not preferred but may be handled provided that anyone doing so washes their hands afterwards.
- All staff, therapists and clients must maintain 2 metres (6 feet) of distance in clinic areas other than in the treatment room, as best possible within the clinic setting.
- When clients are supine (face up), student therapists can only massage from the abdomen down. If the client would like treatment on the chest, front of shoulders, or face, then it must be delivered in a seated position with the student therapist behind the client. Clients may want to bring a robe, if they will be in this seated position for treatment.

### **Patient Entry / Scheduling Changes**

- We will be providing an appointment reminder the day before your appointment via text, email or phone call. In that reminder there will be a mandatory screening questionnaire.
- We ask that all clients cancel or reschedule, if you are exhibiting any COVID-like symptoms.
- You will be screened again upon arrival at your appointment and asked to sign a COVID-19 Patient Consent Form.

### **Hand Hygiene**

- Both the client and therapist should wash their hands with soap and water for at least 20 seconds when entering and departing the treatment room, and before touching any doors.
- Hand sanitizer will also be available throughout the clinic, and in every treatment room.

- The therapist will open and close the treatment room door before, during and after treatment as required, using a sanitized barrier and washing hands as needed.
- Upon entry into the treatment room and before commencing treatment, we will also be using a >70% alcohol-based hand sanitizer.

### **Face Touching Avoidance**

- Coronavirus can be spread by touch if a person uses their hands to cover a cough or sneeze.
- Both the therapist and the client should make use of a tissue or a hand towel for touching or scratching their face or for sneezing / coughing into.
- Tissues will be available for client's use in reception, treatment room, washroom.

### **Treatment Room Cleaning Policy**

- There is a minimum 15-minute buffer between each treatment to allow for proper sanitization of the treatment space between each client.
- We will follow a strict cleaning schedule and sanitize all "high touch" areas (door handles, chairs in treatment rooms, etc) in the clinic with an alcohol-based disinfectant.

### **Therapist Monitoring Policy**

We are filling in a self-screening log every day. On this log we are recording:

- The date / time of assessment and confirmation that we have no COVID-like symptoms.
- Appointments will be cancelled and rescheduled should any cold or flu-like symptoms develop.

### **Use of PPE**

- The therapist will wear PPE while carrying out proper sanitization.
- We have surgical type masks and gloves available for use at the clinic. If the client does not have their own mask, one will be provided for a small fee of \$1 to cover our cost.
- Donning and doffing a mask: wash hands with soap and water prior to putting on a mask, prior to taking off a mask, and after disposing of a mask into the garbage.

### **Laundry**

- All linens are laundered between every use.
- They are washed using detergent in hot water and sanitized with bleach, and dried on high heat until completely dry.

Your safety is our top priority and we want to make sure that you feel at ease during your treatment. We look forward to seeing you back in our clinics.