

COVID-19 SAFETY PLAN

INTERIOR TCM ACUPUNCTURE CLINIC
#200-4412 27th Street
Vernon, BC
V1T4Y4

MAY 18, 2020

At Interior TCM Acupuncture Clinic the health of our patients and personnel are important to us. We have created this document to clarify the actions that Interior TCM Acupuncture Clinic will take in order to ensure the wellbeing of everyone in our place of business and community. This document can be found at #200-4412 27th Street, Vernon, BC and will regularly be updated. Should you have any questions, recommendations or concerns, please contact the clinic 250-542-3320 or email at info@interiortcm.com.

You are number ONE. We care deeply about you, your families and our personnels health and safety.

This safety plan lays out the practices for infection prevention and control guidance in the clinic.

The following outlines the policies and procedures which have been supplied by the BC Public Health Office, Work Safe BC, BC Centre for Disease Control and the College of Traditional Chinese Medicine and Acupuncture.

It is based on the latest available best practice and scientific evidence.

These guidelines may be changed when new information is provided by the above governing bodies. To keep patients and personnel safe, these measures help control the spread of the virus.

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1. ABOUT COVID-19

COVID-19 is of the Coronaviruses (SARS- Severe Acute Respiratory Syndrome) and (MERS-Middle East Respiratory Syndrome). This current virus has many of the same characteristics but a lot is still unknown. Some mild to severe symptoms have been reported.

2. TRANSMISSION

COVID-19 is most commonly transmitted through large droplets produced when a person is infected, coughs or sneezes. The virus is transmitted when touching ones face, mouth, nose with unwashed hands.

3. INFECTION AND PREVENTION

Infection control measures have always been apart of the clinic to reduce the spread of any transmittable disease (Hep C, HIV, C-Diff, etc). These current measures are an extra layer of protection to help control the possible spread of COVID-19. By implementing a combination of measures the risk of transmission is substantially reduced.

The environmental measures are the physical distancing of 6 feet, erecting barriers where appropriate, and frequent cleaning and disinfection.

Implementation of policies, procedures and training, for patients and personnel. This may include reduced operating hours, staggered appointments, etc.

Reduced number of people allowed in the clinic at any one time, including personnel and patients.

Personal measures are actions to prevent spreading to others. This may include masks, gloves, washing hands frequently or using alcohol based hand sanitizers. Also staying at home if one is sick.

Allowing extra time between treatments gives the opportunity to thoroughly clean and disinfect all items, treatment tables, chairs, tables, door knobs, doors and equipment. All linens are removed after each treatment and washed and dried at highest temperatures.

Common areas are cleaned and disinfected throughout the day, door knobs, sinks, faucets, chairs, tables, hard surfaces, computer equipment, pens, water dispenser handles. Disposable gloves are worn when disinfecting. According to BCCDC there is no evidence that the virus is transmitted via paper or other paper based products. However, reducing the paper work, i.e, receipts (emailed when possible). Use of tap at debit machine if possible.

Changes to the clinic setting includes, checking in on time to reduce waiting in reception room, spreading space between people, more hand sanitizers available. Limited occupancy throughout.

Up-to-date signage is posted at entrance, reception area and all treatment rooms.

Minimizing the number of caregivers and other non-personnel who are not patients entering the clinic as much as is practical. They too need to follow physical distancing, hand hygiene and wearing a mask.

4. SCREENING

Patients will be asked pre-screening questions prior to booking either by phone or email questionnaire and prior to arrival for each appointment

- Copies of the questions are kept with the patient file
- If any of the pre-screening questions are positive the patients will be asked to contact 8-1-1, be directed to BC COVID-19 Self-Assessment Tool or call the local public health unit
- Rescheduling of their appointment will be necessary

Personnel will be asked screening questions upon arrival to workplace. Arrival time and departure times will be recorded daily.

We have personnel who are pre-screening patients.

5. PHYSICAL DISTANCING

The following physical distancing measures are in place at this location:

- Patients and personnel must not be permitted to congregate in groups;
- Patients and personnel will avoid common greetings, such as handshakes;
- Designated personnel will monitor adherence to physical distancing requirements on premises;
- The number of personnel on-site will be restricted
- Patients may partake in their activity while maintaining physical distancing requirements;
- The workplace has been altered to ensure physical distancing requirements
- For mutual consideration a plexiglass screen has been installed at reception
- In elevators, the number of people getting into each car to no more than 2 at a time. People should consider only riding the elevator with their own household, taking the stairs, or waiting for the next elevator.

We have personnel who are responsible for monitoring adherence to physical distancing requirements at this location.

6. PROTECTION

First level protection

- limit the number of people at any one time
- Older or those with chronic illness will be considered for the earliest appointments
- keeping 2 meter distancing

Second level protection

- plexiglass barriers
- all magazines, toys, etc have been removed from the reception area
- clean pens in a clean receptacle are available for all patients, once used they will be placed into a dirty receptacle and cleaned at the end of the day

Third level protection

- Cleaning schedule throughout the day for common area, tools, washrooms and elevators
- Treatment rooms are cleaned/disinfected after each patient
- This includes door hands, toilet handle, door edges, chairs and tables in treatment rooms
- Government of Canada DIN disinfecting agents are being used for all surfaces
- Using gloves during the clean and disinfecting process

Fourth level protection

- Practitioner is wearing surgical mask
- Patients wearing mask (if medically tolerated)

7. HAND HYGIENE

Posters are in the entrance, elevator, hall, reception, washroom and all treatment rooms

Patients are asked to wash their hands before checking in with reception

Patients are asked to wash their hands after the treatment

Practitioners are washing hands prior to all treatments and after, and may be using an alcohol-base rub containing at least 70% alcohol

Hand sanitizers are available throughout the clinic and reception areas

The following cleaning and disinfection procedures are in place at this location:

Detail in this space the cleaning and disinfection procedures in place at this location such as:

- All the necessary supplies such as hot/cold potable running water, liquid soap, paper towel, and garbage bins, for hand-washing; or minimum 70% alcohol based hand sanitizers, toilet paper, disinfecting supplies and personal protection equipment (non-medical masks and disposable gloves) are used appropriately.
- All personnel are trained on how to clean and disinfect surfaces and use personal protection equipment if needed.
- Personnel cleaning the workspaces have read and follow manufacturer's instruction for safe use of cleaning and disinfection and the direction. Cleaning and disinfecting supplies that clean and disinfect all at once require the use of disposable gloves, these should be disposed of appropriately after cleaning.
- Personnel and Patients should not be present in the area during the cleaning of the workplace to allow enough contact time for disinfectants to kill germs based on the product being used.
- Items such as countertops, chairs, rental/shared tools and equipment, phones, whiteboard markers, debit machine equipment, light switches, washrooms, doorknobs, handrails, elevator buttons, cabinet handles, faucet handles, tables, water bottle dispensers, and furniture are disinfected more frequently throughout the day.
- Treatment rooms are disinfected by the practitioner after each treatment.

We have personnel who are responsible for disinfecting all items listed above.

8. PERSONNEL WELLNESS AND HYGIENE

While at work to help stop the spread of germs:

- Avoid touching your eyes, nose or mouth
- Cover your mouth and nose with a tissue when you cough or sneeze and throw the used tissue in the trash;
- If you do not have a tissue, cough or sneeze into your elbow, not in your hands and then wash your hands immediately afterwards;
- When coming into work and leaving work, please wash/sanitize your hands for 20 seconds
- You are encouraged to clean your cell phone upon arriving at work with a sanitizer wipe (if available);
- Respect the 2-meter physical distancing measures with all your colleagues and patients
- Handshakes, hugs and direct contact are not permitted;
- Avoid contact with people who are sick
- Indicate your arrival and departure times in logbook/timesheet.
- We encourage you to remind your colleagues and clients of the wellness and hygiene measures put into place.

9. MASKS

According to the federal health minister effective May 20,2020 she is advising that people should wear masks (surgical or homemade) at all times when physical distancing is not possible. This is to protect others from any spread from A-symptomatic people.

Homemade masks are to be washed and dried thoroughly after every use. Disposable masks are to be used only once, they are not to be re-used. We ask that all patients coming to the clinic wear a mask, in the clinic and during their treatment.

10. COMMUNICATION

Currently this information will be posted on the website. As things unfold further information may be required and will be emailed to current patients. For those wishing updated information and are not a current patient please feel free to contact the clinic at any time.

11. KEY RESOURCES

Information is available on the following topics relating to COVID-19:

- Symptoms of COVID-19: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
- BC COVID-19 Self-Assessment Tool can help determine the need for further assessment: <https://bc.thrive.health/>
- Non-medical information about COVID-19 is available 7:30am-8:00pm, 7 days a week at the following toll-free number: 1-888-COVID19 (1-888-268-4319)
- HealthLinkBC and 8-1-1 for health advice on COVID-19 (translation services are available): <https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>