

Hygiene, cleaning, and disinfection

- Encourage staff and clients to practice hand hygiene upon entering and exiting the clinic.
- Identify all common areas (e.g., washrooms, lunchrooms) and high contact surfaces (e.g., door handles, stair rails) and develop and implement a cleaning and disinfection schedule and associated procedures.
- Ensure shared equipment and facilities (e.g., telephones, computers, washrooms and laundry rooms) receive increased cleaning and sanitizing.
- Develop and implement protocols for sanitizing treatment areas and equipment to prevent surface transmission between clients.
- Provide staff training to ensure safe handling and effective application of cleaning products.

Modify staff areas and work flow

- Staff and clinicians are encouraged to work remotely whenever possible.
- Develop and enforce policy that staff are to stay home when sick.
- When work in the clinic is required, clinicians are encouraged to stagger start times or developing alternating schedules to reduce the number of people in the workplace at a given time.
- Prioritize the work that needs to occur at the workplace for you to offer your services.
- Minimize the shared use of workstations and equipment where possible.
- Staff will wear provided work attire when on shift.

Scheduling appointments and communicating with clients

- 15 clients can be within the clinic at a given time while maintaining at least two metres of physical distance. Do not book appointments above this number.
- In order to accommodate physical distancing, appointment time will be staggered.
- When speaking with clients during scheduling and appointment reminders, ask clients to consider:
 - Rescheduling if they become sick, are placed on self-isolation, or have travelled out of the country within the last 14 days.
 - Attending appointments alone where possible, and not bring friends or children.
- We will email the client any forms that need to be filled out so clients can complete them prior to arriving at the clinic.

Reception

- Post signage at the entrance of the clinic and within the clinic to assist with communicating expectations, such as [hand hygiene](#), physical distancing, [respiratory etiquette](#), reporting illness or travel history, [occupancy limits](#) and no entry if unwell or in self-isolation.
- Use of a transparent [barrier](#), such as a plexiglass shield around reception desk.
- Screen all clients when they check-in for their appointment by asking if they have symptoms associated with COVID-19, have been advised to self-isolate, or have travelled outside of Canada within the last 14 days. Clients that respond in the positive should be asked to leave and reschedule the appointment when deemed clinically appropriate.
- During transactions, if possible, limit the exchange of papers such as receipts.
- Where possible, payments should be accepted through contactless methods.

Waiting area

- Arrange the waiting area in a way that allows at least two metres of physical distance between each client. We have removed extra chairs and coffee tables from the area to support this.
- Remove unnecessary items and offerings such as magazines, toys, candy, and beverages. Use disposable cups or single use items where necessary.
- Instruct clients to arrive no more than five minutes before their expected appointment.

Provision of health services

- Conduct appointments virtually where clinically appropriate.
- Conduct a point of care assessment for risk of COVID-19 for every client interaction.
- Health services should not be performed on ill or symptomatic clients, if that is clinically appropriate.
- Where the client requires timely treatment, ensure PPE is used in accordance with [BCCDC guidance](#).
- Where possible, the health professional should position themselves at least 2 metres from the client. Where physical distancing cannot be maintained:
 - When in close contact with patients, clinicians will consider the use of masks by patients to reduce the risk of transmission.
- Where shared treatment areas exist, ensure patients are reasonably separated so as to minimize risk of the spread of respiratory droplets.
- 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](#).
- Where feasible, health professionals should avoid sharing equipment or treatment rooms. Treatment rooms should be allocated to a single health professional per shift.

Preparing for next appointment/end of day

- Ensure waiting and treatment areas and, equipment are sanitized to prevent surface transmission between clients.
- Commonly touched surfaces and shared equipment must be cleaned and disinfected after contact between individuals, even when not visibly soiled.
- Towels or any other items contacting a client are to be discarded or laundered between each use.
- Change into a separate set of street clothes and footwear before leaving work.
- Work clothing should be placed in a bag and laundered after every shift.
- Shower immediately upon returning home after every shift.

Documentation and training

- Staff and clinicians have information on the risk of exposure to COVID-19 and the signs and symptoms of the disease.
- Staff and clinicians have instructions on methods for maintaining physical distance, such as not greeting others by hugging or shaking hands.
- Train your staff on changes you've made to work policies, practices, and procedures due to the COVID-19 pandemic. Keep records of that training.
- Workers must be trained on donning, using and doffing PPE.
- Provide up-to-date information on public health officer orders and guidance. Consider daily safety meetings with staff to disseminate any new information. Document these meetings.
- Train your staff on how to report an exposure to COVID-19.
- Ensure a process is in place for employees to report concerns and for employers to address them, and that worker reps or joint health and safety committees are in place where required.
- Keep training records for staff.