



## **OPTIMAL HEALTH MASSAGE THERAPY**

### **INFORMATION FOR YOUR APPOINTMENT**

This plan was developed with the goal of reducing the risk of exposure to the virus that causes Covid-19 for both clients and the practitioner within our clinical setting. Here, we identify the actions that the therapists at Optimal Health Massage Therapy commits to, and that all visiting clients must commit to, in order to resume massage therapy services. There may be changes made to this document as new information becomes available.

*“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.”*

Source: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/how-it-spreads>

The overall aim of these protocols is to reduce potential coronavirus transmission by:

- Requiring ongoing self-assessment for signs of Covid-19 related illness in both the client and the therapist
- Reducing all physical, non-treatment related interactions amongst all people within the practice environment
- Hand hygiene requirements
- Avoiding face touching
- Enhanced cleaning protocols
- Appropriate use of personal protective equipment (PPE)
- Meeting professional obligations, particularly related to informed consent and liability insurance

## Pre-screening For Clients and Therapists

**You will be sent a pre-screening survey by email to fill out 24 hours before your appointment. Please complete the survey as it ensures that the clinic remains a safe environment. Please follow the recommendations to cancel if necessary**

**The therapist will phone the client one day before their booked appointment to discuss using the self-assessment tool and verify that it has been done. The client also may be asked if they have travelled outside of BC in the last 14 days and whether or not they have been maintaining a small social circle and using social distancing**

**The client must stay home if experiencing any symptoms including fever, chills, cough, shortness of breath, sore throat, loss of sense of smell.**

- The therapist will use the BC COVID-19 Self-Assessment tool herself, daily, and commits to cancelling all appointments if symptoms appear. The therapist will also stay home if a close family member is ill
- Clients who develop even mild illness or symptoms should cancel booked appointments, even without notice. They will not be charged a late cancellation fee if they cancel due to illness.
- Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. An appointment must be cancelled immediately if either the client or the therapist presents with **even mild symptoms** that may be signs of Covid-19 such as 'just the sniffles,' 'seasonal allergies' or 'just feeling under the weather'
- In order for massage therapy treatment to commence the therapist and client must agree that the therapeutic benefit of massage therapy outweighs any potential consequence of treatment, including the possibility of viral transmission.
- Clients with **higher risk profiles and/or weakened immune systems** should consider alternatives for care and postpone treatment. The client and the therapist must both agree that the benefits of massage therapy outweigh the potential risks involved

- The client is encouraged to discuss your situation with your therapist, she may decide not to treat you if you are immunocompromised or are over 65 with other health conditions.

## Upon Arrival/PPE use

We ask that the client please stay in their vehicle or stand outside in front of the clinic until the therapist meets them outside. The therapist may communicate with texting if that is convenient for both. At that time the client will be asked to use hand sanitizer provided by the therapist and to put on a mask, either brought from home or provided by the therapist

**The mask can be cloth or paper.** The mask needs to be used at all times within the clinic with the exception of being able to adjust it while face down on the table

## Informed Consent

Once inside the clinic, the client will be asked the pre-screening questions again and asked to sign an **informed consent** form, showing that the client is 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 client consents to the treatment despite some risk;
- And the RMT will document the client's consent in advance and at every treatment.

**The therapist may cancel treatment** if patient doesn't meet the pre-screening criteria on physical presentation at the clinic

## Physical Distancing

## Reception Area / Entry into Clinic Space

- Only 1 client/person is permitted in the clinic space at any given time. clients must arrive unaccompanied. We will coordinate with the Pilates studio to try to reduce congestion in the waiting area
  - Minors will not be treated at this time
- The therapist and the client will both maintain a space of 2 meters (6 feet) distance between each other in all clinic areas outside the treatment room
- The fabric benches have been removed, there are only a few chairs which are spaced 2 meters apart and will be cleaned after each use. Clients are not permitted to lounge in the clinic waiting area before or after the treatment
- The purified water and tea will not be available at this time. Clients are asked to bring their own water bottle if they need it
- Nothing remains in the clinic space that cannot be disinfected after each touch
- Appointment times are staggered to reduce the potential of clients crossing paths, and to allow for time in between appointments for enhanced cleaning. We will be coordinating with the Pilates instructors to avoid congestion in the waiting room.
- Clients are asked to arrive on time and not early or late for appointments.

## Within the Treatment Room

- It is more challenging to maintain physical distancing while in the treatment room.
- Clients will be asked to keep all personal belongings within a plastic basket, which can and will be sanitized between clients.

## Washroom Use

**Clients are asked to use the washroom at home and only use the clinic bathroom if it is not possible to avoid.**

- When necessary to use, the washroom has been equipped with touchless soap dispenser and paper towels and proper handwashing guidelines.
- Soap and fresh paper towels for drying will be available at all times.
- A paper towel or tissue may be used to open the door from the inside, then discarded in the waste bin.

## Hand Hygiene

### Reception Area / Entry into Clinic Space

- The therapist will meet the client outside to provide hand sanitizer and a mask. If this somehow gets missed, hand sanitizer can be found in the waiting area.
- If hands are visibly soiled, the client must opt to wash hands at the handwashing sink.

- The therapist will wash hands thoroughly for at least 20 seconds between clients, before and after disinfecting spaces, before putting gloves on and after taking gloves off, and before putting on and removing other PPE like facemasks or shields.
- Hand washing protocols will be posted visibly in the reception area and at sinks.

### In the Treatment Room

- The therapist will open the door to the treatment room and allow the client to enter. The therapist will open/close the door before, during and after the treatment as required – reducing the need for the client to touch the door.
  - Following the treatment, when the client is dressed and ready for the therapist to return into the room, the client may call out or open the door using tissue available inside the treatment room or using a freshly sanitized hand.
  - Hand sanitizer is available within the treatment room; clients will be asked to sanitize their hands after the treatment.
  - The door and door knobs will be disinfected between each client.
- Payment occurs in the treatment room. Clients will be asked to pay with e-transfer at this time. If they are unable to do so, a credit card payment will be taken and the device will be sanitized before and after. Cash and cheques will not be accepted at this time unless the client does not own a credit card and cannot e-transfer.
- Receipts will be emailed in the form of a photograph at this point, unless the client requires a paper copy. We will be setting up digital receipts in the future.

### **Avoidance of Face Touching**

- The therapist will avoid face touching and the client must avoid it as well.
- Tissue will be available throughout the clinic: in the reception area, treatment room and washroom in order that clients and the therapist may use tissue to address an itch and/or touch the face for any other reason.
- The therapist will wear a mask and possibly a shield or eye protection at all times.
- clients are required to wear face masks that cover both the nose and mouth at all times within the clinic space with the exception of the face down position on the table, when they may adjust their mask
- Interoral and external TMJ treatments will not be conducted at this time
- Facial massage will not be conducted at this time

### **Enhanced Cleaning**

- Additional time has been scheduled between clients to allow for thorough cleaning of the treatment room
- Visibly soiled surfaces will be cleaned followed by disinfection with a Canada Health Approved for use against Covid-19 disinfectant as listed here:

- Common areas will be cleaned and disinfected at least twice a day, including the washroom
- All high touch surfaces will be cleaned and disinfected between clients, regardless of appearances. High touch surfaces include (but are not limited to):
  - Light switches, door knobs, electronic devices, table surfaces, chairs, stools, window coverings, faucets, etc.
  - The treatment table, table levers, face cradle, oil bottles will be immediately after each treatment
  - No hydrotherapy supplies, thermophores or table warmers will be used
  - All linens, including blankets and pillow cases are single use only and will be laundered using high heat and detergent between each use
  - A window will be open during the spring, summer, and fall to provide proper air flow
- A disinfected single-use plastic bin has been placed in the treatment room. The client will be asked to keep all of their personal belongings in this bin during the treatment
- Bins will be disinfected between each client before

### **Personal Protective Equipment**

- The therapist will wear a face mask and possibly a face shield or goggles at all times in the clinic.
- The therapist will wear non-latex gloves if/when appropriate.
  - Gloves are also considered appropriate and will be worn by the therapist at the client's request.
  - Gloves will be used during cleaning and removing linens or during treatment if the therapist's hands contain any open abrasions, irritations, or wounds.
- Clients are required to wear a facemask in the clinic
  - If clients have their own fabric or single-use non-medical facemask, they are requested to bring it. If they do not, a single-use non-medical paper mask will be provided to them at the time of their treatment for the cost of \$1

### **Professional Obligations**

#### **In the Event That a client 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 client.
- The client must agree to the release of this information
- 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.

### Asymptomatic Spreaders

- Asymptomatic transmission of the coronavirus is an unavoidable risk of practice until we've acquired herd immunity, there is an effective treatment or vaccine against Covid-19
- We have put into place protocols to help mitigate that risk as outlined in the preceding documentation