



POLICIES AND PROCEDURES

Massage Connection: Policies and Procedures during the COVID – 19 Pandemic

Massage Connection is committed to ensuring the highest standards of safety at all times, but even more so during COVID-19. Below is an in-depth list of the various levels of precautions we are taking at this time.

COVID-19 SCREENING

All patients, visitors and staff must answer NO to ALL the following questions to be allowed into the clinic:

1. Did you have close contact with anyone with acute respiratory illness or have you travelled outside Ontario in the past 14 days?
2. Do you have any of the following symptoms which are new or worsened, if associated with previously diagnosed allergies, chronic or pre-existing conditions, within the last 14 days?
 - fever
 - new onset or worsening chronic cough
 - sore throat
 - shortness of breath or difficulty breathing
 - difficulty swallowing
 - pink eye (conjunctivitis)

- myalgia or fatigue
 - new olfactory or taste disorder(s)
 - nausea/vomiting, diarrhea, or abdominal pain
3. Have you had confirmed exposure to someone diagnosed with COVID-19 in the past 14 days?
 4. Have you had close contact with a person who has symptoms who has been to an impacted area but who has not been tested, has tested inconclusive or tested negative?
 5. If the patient is 70 years of age or older, are they experiencing any of the following symptoms: delirium, unexplained or increased number of falls, acute functional decline, or worsening of chronic conditions?

If the patient answers **yes** to any of these questions and **has not** been tested for COVID-19, they must not be seen in-person and should call their [local public health unit](#) and/or telehealth (1-866-797-0000) for assessment.

CLINIC AND STAFF GUIDELINES & PROCEDURES

- 1) No walk-in patients are to be accepted at this time. New patients need to call the clinic and be screened appropriately.
- 2) Appointments for EXISTING patients will be booked but must follow a telephone/email screen and the COVID-19 SCREENING QUESTIONS procedure as stated above.

- 3) Each appointment will be scheduled every 30minutes in a staggered manner. 10 minutes will be allocated to sanitization procedures between patients (see below).
- 4) Patients will be directed to wait outside the main doors. The door is to be LOCKED between patients. Waiting rooms are NOT to be used.
- 5) Patients have been instructed to come alone to appointments. If someone has accompanied them, that individual is NOT allowed in the clinic and must wait for them outside the clinic.
- 6) Practitioners and staff should NOT shake hands with patients.
- 7) NDs must:
 - a. wear gloves whenever they are in direct physical contact with a patient,
 - b. practise proper hand hygiene immediately before and after wearing gloves,
 - c. only use disposable, single-use disposable gloves,
 - d. change gloves between patients,
 - e. change gloves if they become torn, contaminated or heavily soiled (even if using with the same patient), and
 - f. dispose of gloves immediately after use in the nearest appropriate receptacle.
- 8) NDs must wear a surgical/procedure mask (or of higher grade, where necessary):
 - a. during direct patient care (i.e. all in-person appointments), and
 - b. when they cannot maintain physical distancing measures with co-workers and staff (i.e., two-meter separation between people)

- c. NDs must practise proper hand hygiene before putting a mask on, as well as before and after taking it off.
 - d. Damp, contaminated or heavily soiled masks must be changed to a new mask (even if using with the same patient).
- 9) Goggles, face shields, gowns and booties are not required in a typical naturopathic care setting. NDs should consider using these if they are performing procedures or working with a patient population where this would be appropriate.

SANITIZATION PROCEDURES BETWEEN PATIENTS:

- 1) Practitioner will wash their hands immediately for at least 20 seconds with warm water and soap before directing the patient out of the clinic.
- 2) Practitioner will immediately clean any area used with the patient with disinfected wipes or sprays. This includes any equipment, treatment tables, door handles and any other item used.
- 3) Practitioners will thoroughly wash their hands AGAIN for at least 20 seconds with warm water and soap. Optionally, hand sanitizer can then be applied.

SANITIZATION PROCEDURES DURING THE DAY AND END OF DAY

- 1) Deep clean all other areas of the clinic that are “traffic areas”. This includes reception desk, washrooms and other clinic areas.

- 2) End of day deep clean over and above COVID-19 protocol of treatment area used throughout the shift.
- 3) Cleaning is to be done with Health Canada approved hard surface disinfectant wipes and/or sprays.

PATIENT GUIDELINES & PROCEDURES

- 1) Patients are to wait outside the clinic and will be allowed access only during their scheduled appointment times.
Patients can be called on their cell phones to alert them to enter the clinic. The doors will otherwise be locked.
- 2) Patients only will be allowed access to the clinic. If someone has accompanied them they will need to wait outside of the clinic. No one will be allowed to wait in the reception area. (Exception Minors and/or Special Needs)
- 3) Patients should limit the number of items brought into the clinic to bare minimums.
- 4) Patients will be screened over the phone and will be required to review verbally and/or sign a specialized consent form that verifies the answer to all COVID-19 screening questions is NO. This can be done on the electronic medical record at the beginning of the appointment.

- 5) Patients will be required to use sanitizer on hands before being moved to treatment area. Sanitizer will contain more than 60% alcohol.
- 6) Patients are encouraged to wear their own masks. If they do not have access to a mask, one will be provided at an additional cost.
- 7) Patients may not pay in cash.
- 8) Patients should avoid touching their faces during their appointments.
- 9) If patients need to cough or sneeze at any point, they are to advise the practitioner as soon as possible and direct it into a tissue or their sleeve at the elbow. They will then be required to sanitize again.
- 10) Unless it is an absolute emergency, we ask patients not to use our washroom facilities This is solely for hand washing.
- 11) Maintain a two-meter separation wherever possible between people (e.g., staff and patients) in a workplace at any one time.
- 12) At risk patients will be seen during specific hours at the discretion of your practitioner.