



Health Clinics (Physiotherapists, chiropractors, massage therapists, etc.)

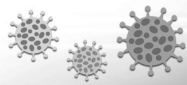
Protecting Yourself and Others

- It is important to follow guidance from the Public Health Agency of Canada, local public health agencies, and applicable professional associations/colleges guidelines for the type of work performed.
- Encourage staff and clients who are experiencing symptoms, have been in contact with someone suspected of having or confirmed to have COVID-19, or have recently travelled outside the country to stay home and self-isolate.
- Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus> and follow its recommendations.
- Develop written procedures outlining the preventative measures taken to reduce the risk of exposure and make sure staff and clients are aware of them.
- Implement physical distancing measures and other controls such as barriers where possible.
- All staff and clients should wash their hands when entering the workplace. Encourage everyone to frequently wash their hands with soap and water or use alcohol-based hand sanitizer, especially between clients.
- Promote good respiratory etiquette, such as covering mouth and nose with flexed elbow or sleeve when coughing and sneezing. Throw any used tissues away immediately and wash hands.
- Disinfect surfaces and equipment frequently with disinfectant following the manufacturer's instructions, or a diluted bleach solution.
- Clean and disinfect all equipment, tools, instruments, trays, chairs, beds, etc., between clients.
- Use a surgical or non-medical mask or face covering when physical distancing is not possible. Train staff on their proper use, cleaning and disposal.
- Encourage staff to report any health and safety concerns immediately to their supervisor or health and safety representative.

Working in health clinics typically involves close contact with clients and co-workers, which can increase the risk of COVID-19 transmission. Make sure staff and clients know the preventative measures in place before they arrive on-site.

Screening

- Do not allow staff and clients showing symptoms (cough, fever, sore throat, fatigue, shortness of breath, runny nose, headache, etc.) to come into the workplace. Follow advice from public health.
- Inform clients at the time of booking that they are to stay home if they have any symptoms, or have been in contact with someone suspected or confirmed to have COVID-19, or have recently travelled outside of Canada. Send a reminder the day before their appointment and remind them again upon their arrival.



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- Consider revising your appointment cancellation policy to encourage clients to stay home if they have symptoms (e.g., no fee for cancelling appointments).
- Post signs including a list of COVID-19 symptoms at the entrance for staff and clients to review before entering the workplace.
- Establish procedures to assist staff who may become ill during the day. Make sure they are safely sent home or sent for medical attention as soon as possible while minimizing risk of exposure to others.
- Keep records of who was present at the workplace each day. If a staff member or client is confirmed to have COVID-19, consult with public health for guidance on next steps.

Physical Distancing

- Maintain a 2 metre (6 feet) distance from others wherever possible.
- Limit how many people are allowed in work and common areas. Stagger shifts, break times, and appointments where possible.
- Rearrange treatment areas, common areas, reception areas, break rooms and chairs to promote physical distancing. Consider using multiple break areas for staff, including outdoors.
- Have clients enter at their appointment time and leave when their session is complete.
- Prior to the appointment, email forms that clients need to complete.
- Consider using contactless payment methods, such as pre-pay, tap, or e-transfer.
- Consider how clients and staff will use or travel through shared spaces, such as hallways and washrooms. Establish one-way routes where appropriate, using floor markings, signage, and other visual cues.
- Consider installing barriers, such as plexiglass, in areas where physical distancing cannot be maintained (e.g., at reception).
- Do not allow clients to bring any guests and non-essential visitors.
- Consider treating only one client at a time.
- Consider conducting virtual and phone appointments where possible.
- Have administrative staff work from home whenever possible.
- Train all staff on new preventative measures and provide regular reminders and updates.

Personal Hygiene

- Post signs at entrances, in washrooms, and other areas throughout the workplace to promote hand hygiene and respiratory etiquette.
- Regularly wash your hands for at least 20 seconds with soap and warm water or use alcohol-based hand sanitizer if soap and water is not available:
 - at the beginning of your shift
 - at the end of your shift
 - after contact with others and between clients
 - after touching shared surfaces and items
 - after handling used towels, garments, linens, etc.
 - before eating or drinking
 - after using the washroom
 - before putting on and after removing personal protective equipment, and
 - after handling garbage.
- Hand wash or hand sanitizer stations should be well stocked and easy to find near the entrance and other appropriate areas and available for both staff and clients.



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- Avoid touching your face (eyes, nose, and mouth), especially when working with clients.
- Change out of work clothes before going home and wash them as soon as possible.

Facility and Equipment Hygiene

- Increase fresh air flow and ventilation where climate allows (increasing air intake of ventilation system, open windows and doors, etc.).
- Develop a cleaning schedule and record how often cleaning has taken place, especially for areas, surfaces and equipment that are frequently used and touched.
- Develop cleaning and disinfecting procedures for treatment areas and equipment between clients.
- Make sure washrooms are cleaned and disinfected frequently and stocked with soap and paper towels.
- Clean and disinfect frequently touched surfaces and equipment, phones, chairs, tables, door and window handles, light switches, etc.
- Use a disinfectant or bleach solution to destroy or inactivate the virus.
 - Use a disinfectant with a drug identification number (DIN). This number means that it has been approved for use in Canada.
 - If household or commercial disinfectant cleaning products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water. Test surfaces before using a bleach solution. Bleach can be corrosive.
 - If liquids can be withstood, disinfect high-touch electronic devices (touch screens, keyboards, tablets, smartboards) with alcohol or disinfectant wipes.
 - Use only equipment, instruments, or tools that can be cleaned and disinfected, unless it is intended for single-use and disposed of appropriately.
- Assign designated equipment for each health professional and/or staff member, or assign equipment during each shift, if possible.
- Used cleaning cloths, towels, garments, and linens must be properly handled to prevent contamination, changed between clients, and laundered after every use (use disposable single use items where possible).
- When doing the laundry, use detergent and dry items completely. Do not shake dirty laundry and consider using disposable gloves. Perform hand hygiene afterwards. Hampers and bins used for storing laundry must be properly cleaned and disinfected.
- Replace garbage bins with no-touch receptacles or remove lids that require contact to open.
- Dispose of garbage at least daily and make sure it is done safely.
- Train staff on cleaning and disinfecting procedures and provide adequate supplies and personal protective equipment.
- Allow adequate time between clients to properly clean and disinfect.

Personal Protective Equipment (PPE)

- Use personal protective equipment (PPE) when other preventative controls are not possible or do not offer enough protection.
- When selecting the correct PPE to use, it is important to perform an assessment of all the activities that will be done and what products that will be used. This makes sure that appropriate protection is provided, and additional hazards are not created.
- Develop procedures and train staff on the selection, use, wearing, removal, disposal, cleaning, maintenance, and storage of PPE. Improper use of PPE can increase the risk of infection.
- Clean hands before putting on PPE and after removing PPE.
- PPE should not be shared unless recommended by manufacturer.
- Any gloves, aprons or other coverings, if used, should be cleaned, disinfected, or thrown out between clients.
- It is important to regularly monitor guidance from public health agencies and applicable professional associations and colleges on the use of PPE.



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General Recommendations

- Train all staff on how COVID-19 can spread, the risk of exposure, and procedures to follow.
- In the event of an emergency, established emergency response procedures should still be followed.
- Follow guidance from professional associations and colleges involved in the regulation of your profession.
- Continue to follow other required health and safety, sanitation and infection control procedures.
- If possible, assign staff to the same shift and area to minimize the number of people each staff member is exposed to.
- Avoid services with increased risk of contact to bodily fluids.
- Perform regular inspections and hazard assessments to identify potential ways staff and clients may be exposed to COVID-19 and other hazards.
- Consider the hierarchy of controls when putting preventative measures in place. Properly evaluate these measures before implementing them to make sure new health and safety risks are not created.
- Regularly communicate COVID-19 updates and measures to staff and clients.
- Special considerations are required for staff and clients at higher risk (e.g., underlying medical conditions, immunocompromised, aged 65 and over, etc.).

Coping with Social Isolation, Microaggression or Stigma

- When helping others, encourage them to talk to someone trained in mental health first aid, or someone else they trust about what they are experiencing.
- For an employee, ask the individual to contact their supervisor, employer, or employee assistance service, if available.
- Contact your local public health or community resources that offer mental health services.
- Check out organizations online:
 - Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>
 - Canadian Psychological Association <https://cpa.ca/psychologyfactsheets/>
 - Kids Help Phone <https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>

It is important that mental health resources and support are provided to all employees, including access to an Employee Assistance Program (EAP).



For further information on COVID-19, refer to the Public Health Agency of Canada
<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.