



NOBLETON CHIROPRACTIC AND REHAB

May 27th 2020

Nobleton Chiropractic & Rehabilitation: Policies & Procedures during the COVID – 19 Pandemic

Nobleton Chiropractic is committed to ensuring the highest standards of safety at all times, but even more so during COVID-19. We want to ensure our patients understand the precautions we are taking at this time. This guideline follows the directives by the College of Chiropractors of Ontario, Public Health Ontario and the Ministry of Health.

COVID-19 SCREENING

Patients will receive an email 12 hours prior to EVERY appointment with the appropriate screening questions. Each patient must answer **NO** to ALL the following questions to be allowed into the clinic:

1. Do you have a fever, new onset of cough, worsening chronic cough, shortness of breath, or difficulty breathing?
2. Have you had any close contact with anyone with acute respiratory illness or travelled outside of Canada in the past 14 days?
3. Have you had a confirmed case of COVID-19 or had close contact with a confirmed case of COVID-19?
4. Do you currently have any (2) or more of the following symptoms: sore throat, runny nose/sneezing, nasal congestion, hoarse voice, difficulty swallowing, decrease or loss of sense of smell, chills, headaches, unexplained fatigue/malaise, diarrhea, abdominal pain, or nausea/vomiting?
5. If you are over 65 years of age, are they experiencing any of the following: delirium, falls, acute functional decline or worsening of chronic conditions?

If **YES** is answered to any of the above questions, that individual **cannot come** to the clinic for a **minimum of 14 days**.

Please note: A positive screening is not equivalent to a confirmed diagnosis of COVID-19.

Passive screening signage will be posted at the entry of the office.

CLINIC AND STAFF GUIDELINES & PROCEDURES

1. No walk-in patients are to be accepted at this time. New patients must call the clinic or book via our online booking platform.



2. At this time, patients will receive an email 12 hours prior to their appointment with the appropriate COVID-19 screening questions. This must be answered prior to **EVERY** appointment.
3. Currently only ONE patient will be treated at a time.
4. Each appointment will be scheduled with 10 minutes allocated for sanitization between patients.
5. Patients will be asked to wait in their vehicle in the parking lot until their scheduled appointment time. Waiting rooms are NOT to be used.
6. Patients cannot be permitted if they are late for their appointment time. Scheduling is important to ensure proper physical distancing is maintained and there is adequate time between patients to allow for sanitizing.
7. Patients have been instructed to come alone to appointments. If someone has accompanied them, they will need to wait outside of the clinic with the exception of parents of young children.
8. Practitioners and staff should NOT shake hands with patients.
9. Practitioners will be wearing a surgical mask during all appointments. One mask may be used for multiple patients, but must be discarded and replaced when wet, damaged or soiled, exposed to bodily fluids, when taking a break and at the end of the day.
10. Other personal protective equipment is available when the practitioner feels it's necessary. This might include gloves, which will be discarded after each patient use.
11. If the Practitioner encounters a patients or staff who exhibits signs and symptoms consistent with COVID-19 they must:
 - Establish and maintain a safe distance of two metres;
 - Have the patient complete hand hygiene;
 - Provide a new mask for the patient to don;
 - Separate the patient from others in the clinic;
 - Explain the concern to the patient that they are symptomatic, discontinue treatment and reschedule their appointment;
 - Advise the patient to self-isolate for at least 14 days, complete the online self-assessment and contact their local medical officer of health;
 - Keep a record of all close contacts of the symptomatic patient and other visitors and staff in the clinic at the time of the visit. This information will be necessary for contact tracing if the patient later tests positive for COVID-19.
12. Practitioners are required to report a suspected COVID-19 case to the medical officer of health according with section 25(1) of the Health Protection and Promotion Act, 1990 and Standard of Practice S-004: Reporting of Designated Disease.
13. Practitioner must make a note in a patient's chart if there is a guardian accompanying the patient. When possible, provide name and phone number for contact tracing if necessary.



14. Practitioners and staff must self-screen for COVID-19 before attending in person at the clinic, using the same screening questions used for patients.
15. If a practitioner or staff member screens positive and/or exhibits any symptoms of COVID-19, they must stay home and follow the advice of public health officials before returning to work.

PHYSICAL DISTANCING PROCEDURES:

1. Practitioners, office staff, patients and other individuals should remain two metres away from each other within the office whenever possible.
2. A plexiglass barrier will be used to protect staff and the reception area.
3. The reception area and treatment area are reconfigured to maintain physical distancing.
4. Patients will remain in their cars until their appointment time.
5. Only one patient will be allowed for treatment at a time.
6. Direct insurance billing and debit/credit are the preferred methods of payment at this time.
7. All receipts will be emailed to patients to limit the exchange of paper.

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 sprays or wipes. This includes:
 - Chiropractic adjusting table
 - Diagnostic and therapeutic tools and devices
 - Rehabilitation equipment
 - Door handles and handrails
 - Payment machine
 - Any other item used by either the practitioner or the patient.
3. Practitioners will thoroughly wash their hands AGAIN for at least 20 seconds with warm water and soap.
4. Practitioners will follow proper donning and doffing of masks
 - Donning mask: 1. Perform hand hygiene. 2. Put on mask. Secure ties to head or elastic loops behind ears. Mould the flexible band to the bridge of nose (if applicable). Ensure snug fit to face and below chin with no gaping or venting.
 - Doffing mask: 1. Perform hand hygiene. 2. Carefully remove mask by bending forward slightly, touching only the ties or elastic loops. Undo the bottom tie first and then undo the top tie. Discard the mask in the garbage. 3. Perform hand hygiene.



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5. Cleaning is to be done with disinfectant wipes and/or sprays that have a drug identification number and viricidal claim.

SANITIZATION PROCEDURES DURING THE DAY AND END OF DAY:

1. Deep clean all other areas of the clinic that are “traffic areas” at the end of each shift. This includes
 - Reception desk, computer, mobile devices, touch screens keyboard, payment device and telephone
 - Washrooms, taps, handrails
 - Light switches
 - Pens and clipboards
2. Any material on clinical contact surfaces that cannot be properly disinfected shall not be used.
3. Cleaning is to be done with disinfectant wipes and/or sprays that have a drug identification number and viricidal claim.
4. Any cloth items, such as towels, and sheets that are used in the clinic, must be laundered in hot water (above 60 degrees Celsius). Staff that are handling these items should be gloved for both dirty and clean laundry.

PATIENT GUIDELINES & PROCEDURES:

1. Patients are to wait outside of the clinic and will be allowed access only during their scheduled appointment times.
2. Only patients will be allowed to access the clinic. If someone has accompanied them, they will need to wait outside of the clinic with the exception of parents to young children. No one will be allowed to wait in the reception area.
3. Patients should limit the number of items brought into the clinic to bare minimums.
4. Patients will be screened prior to attending their appointment.
5. Patients will remove shoes upon entry of the clinic.
6. Patients will be required to wash their hands and/or sanitize when entering and exiting the clinic.
7. Patients are encouraged to wear a mask for the duration of their time in the clinic.
8. 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.
9. Unless it is an absolute emergency, we ask patients not to use our washroom facilities.

Thank you for your cooperation. If you have any questions or concerns regarding these policies and procedures please speak to Dr. Kirstie McDowell.