



Acupuncture & TCM
Massage Therapy
Therapeutic Laser
Functional Medicine
Naturopathic Medicine

LAKESIDE HEALTH

Covid-19 Pandemic Operational Plan

- This plan follows the recommendations and requirements of Public Health Authorities;
- It outlines how Lakeside Health will manage the safe opening & operation of business;
- In accordance with the order of the Provincial Health Office a copy of this plan will be posted in the office and available for review by government officials such as Public Health Inspectors, WorkSafeBC or the Provincial Department of Public Safety.

Resources

- http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf
- WorkSafeBC COVID-19 Safety Plan
- [Public Health Agency of Canada- Preventing COVID-19 in the Workplace](#)
- [ACTMA Recommended Safe Work Practices for TCM & Acupuncture](#)
- RMT COVID-19 Pandemic Clinical Guidelines https://www.rmtbc.ca/wp-content/uploads/2020/05/MT_PracticeGuidelines_COVID_Version21.pdf
- <https://cmtbc.ca/registrants/interim-guidelines-for-return-to-practice/>
- PHO COVID19_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf

Note: We will continue to assess the workplace after work resumes to ensure risks are identified and managed. This policy will be regularly updated so that it reflects all legislative/regulatory changes.

PANDEMIC OPERATIONAL PLAN LAKESIDE HEALTH

Date: May 25, 2020 (Reopening date: June 1, 2020)

Business address: 2 – 140 Harbourfront Drive NE, Salmon Arm BC V1E 2T3

At Lakeside Health, the health of our employees, patients, and community are vital to us. We have created this document to clarify the actions that Lakeside Health will take to ensure the wellbeing of everyone in our place of business and community. This document will be emailed to staff and posted at two locations in the office. It can also be found in a binder on the front desk with Guidelines from WorkSafeBC, the PHO, CTCMA, ACTMA and RMTBC. It will be updated when necessary by Donna Rasplia or Erin McKay. Should you have any questions, recommendations or concerns, please contact Donna at acuhealth@telus.net or 250.804.9553.

The required signage has been affixed in this location in the appropriate locations:	Yes	No
Public Health Authority Sign “Help Reduce the Spread of Covid”	✓	<input type="checkbox"/>
Patient Point of Entry Signs	✓	<input type="checkbox"/>
Customer Screening & Symptoms Sign Stop if Sick sign At customer points of entry	✓	<input type="checkbox"/>
Employee Symptoms Sign Know the Facts Public Health Agency of Canada	✓	<input type="checkbox"/>
How to Wear a Face Mask BCCDC poster	✓	<input type="checkbox"/>
Hand Washing and Sanitizer Sign BCCDC Hand Washing sign. (washrooms, kitchen, entries)	✓	<input type="checkbox"/>
Cleaning and Disinfecting Public Spaces BCCDC sign. Front offices and kitchen	✓	<input type="checkbox"/>

The virus that causes COVID-19 spreads in several ways, including through droplets that reach the eyes, nose or mouth when a person coughs, sneezes, or talks in close proximity – or from touching a contaminated surface before touching their face.

To mitigate risk the following measures have been adopted.

None of these measures are intended to contradict or replace the recommendations and requirements Of WorkSafeBC, the PHO, the BCCDC, or Practitioners' Healthcare Regulatory Agencies.

It's important to note that COVID-19 can be spread by those not showing symptoms.

PHYSICAL DISTANCING MEASURES

Lakeside Health will strive to ensure physical distancing of 2 meters (6 feet) for patients and workers inside the business or those patients waiting outside.

The following physical distancing measures are in place at this location:

- Patients and workers should not congregate in groups;

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- All workers will monitor adherence to physical distancing requirements on premises;
- Patients and workers will maintain physical distancing requirements except during hands-on treatment;
- Patients and workers will avoid common greetings such as handshakes;
- The workspace has been altered to enable physical distancing requirements (furniture repositioned, visual cues on floor for distancing and for directional movement, six exterior doors have been assigned so that no more than 2 treatment rooms use each door;
- A plexiglass screen will be installed on the west side of the front counter with the north side blocked off;
- No more than one person should be present in the kitchen or either laundry room at one time;
- Appointment times will be staggered to avoid meeting in hallways and doorways;
- A mask is required to be worn at all times by patients and workers in the public areas

GENERAL SAFETY OUTSIDE THE CLINIC

All those who work at Lakeside Health have a responsibility to take care for each other's safety. What you do in your daily life matters.

- Do not gather in groups;
- Limit contact with those at high risk;
- Avoid non-essential trips within the community;
- Practice physical distancing outside your home;
- Take care with stops you make on your way to and from the clinic

CLEANING AND DISINFECTION PROCEDURES

Lakeside Health has developed cleaning protocols to ensure that all common and public areas are cleaned and disinfected twice daily, or more often as required (i.e. if soiled). While the public areas will be the primary responsibility of front office staff we are all needed for vigilance in these areas.

The practitioners are responsible for disinfecting within treatment rooms using the supplies and procedures listed below. Treatment rooms should be uncluttered. All hard surfaces, treatment tables, equipment, chair arms, pens used by patient, hooks and hangers used for patients' clothes, doorknobs, your keyboard/computer should be cleaned with spray disinfectant between patients. Twice a day it is recommended that you disinfect the floor beneath the head of your table.

Four bathrooms are available for hand washing. *Please do not use the kitchen for hand washing post treatment or for hand washing on entering the building.*

The following cleaning and disinfection procedures are in place:

- Lakeside Health will ensure that all the necessary supplies such as hot/cold running water, liquid soap, paper towels, and garbage bins, for handwashing; or minimum 60% alcohol based hand sanitizer; toilet paper, Health Canada approved cleaning and disinfecting supplies;
- Because soap is the essential tool everyone is asked to keep an eye on soap containers, especially in patients' bathrooms to ensure they're not empty;
- Personal protection equipment (non-medical masks) are available to employees. Disposable gloves are available as appropriate to everyone. Practitioners will supply their own PPE or purchase from office supplies;
- Lakeside Health will ensure that employees and practitioners are trained on how to clean and disinfect surfaces and use personal protection equipment if needed;
- Employees and practitioners cleaning the workspaces should read and follow manufacturer's instruction for safe use of cleaning and disinfection products. These will be used according to the label directions and instruction from Health Canada approved 'Spray Nine'. The 'dwell time' (exposure time required to viruses) of Spray Nine is 30 seconds. MSDS for biodegradable Spray Nine is available;
- Blue microfibre cleaning cloths are supplied in each treatment room for use with Spray Nine. Use only one per patient;

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- It is recommended but not required to wear disposable gloves when disinfecting. Regardless, you should wash your hands after disinfecting. Gloves should be disposed of appropriately after cleaning. See <https://www.canada.ca/en/public-health/services/video/covid-19-how-to-take-off-disposable-gloves.html>;
- Patients should not be present in the area during the cleaning of the workplace;
- Items such as countertops, chairs (including below the front of the seat), shared tools and equipment, phones, credit/debit machines, keyboards, light switches, public washrooms, doorknobs, , cabinet handles, faucet handles, tables, and furniture need to be disinfected more frequently throughout the day;
- Reduce the presence of items that are not easily cleaned such as fabric or soft items;
- Empty all garbage containers daily.

CLEANING AND DISINFECTION SUPPLIES

The following supplies are available at these locations:

- Bulk supply of Spray Nine disinfectant is stored in the SW bathroom cabinet. One gallon of Spray Nine and a funnel for refilling spray bottles will be left in both staff bathrooms.
- Five-gallon container of hand sanitizer for refilling small pump bottles is stored in the west side staff bathroom.
- Extra Lysol wipes are stored in the SW bathroom cabinet.
- Paper towels are stored in the west side staff bathroom.
- Surgical masks are available for purchase by practitioners at 90 cents each – front corner office.
- Variety of vinyl and nitrile gloves are available in limited quantities in the front corner office.
- Bulk hand soap for refilling containers on sinks is stored below most sinks.
- Paper towels for refilling wall dispensers are stored below bathroom sinks.
- Hands-free waste containers are available in both staff bathrooms for disposal of masks and gloves.

Everyone is requested to help monitor supplies to ensure stock is maintained during operating hours.

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EQUIPMENT CLEANING AND LAUNDRY

- Small patient care items and tools (cups, gua sha tools, pulse oximeters, BP cuffs, laser and electroacupuncture devices should be cleaned and disinfected after each use with Health Canada approved disinfectant or bleach solution;
- No equipment or table covering may be used for more than one patient;
- Linens should be laundered in hot water with soap and a splash of bleach;
- Soiled laundry should be kept in a closed storage container lined with a plastic bag in each practitioner's room until emptied directly into the washing machines;
- Clean linens should be stored in a closed container or cupboard;
- Gloves should be worn by anyone handling soiled laundry;
- All surfaces that come in contact with soiled laundry should be disinfected after exposure.

WELLNESS AND HYGIENE

Lakeside Health will ensure that all employees and workers are informed of the best practices to encourage proper hygiene 'etiquette'. Additionally, the necessary products and equipment will be available for following these best practices. Health and Safety is a responsibility that belongs to everyone in the workplace and we encourage you to review WorkSafe BC resources such as <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/health-care>. This document is included in the binder at the front desk.

No one should come to work unless they are healthy.

Even if you feel mildly ill, stay home. If a family member or close contact becomes ill, stay home.

Should you have any concerns about your wellbeing in the workplace, please contact Donna or Erin.

Licensed practitioners/Registrants of BC Health Care Governing Bodies should review the guidance documents provided by their Provincial College and Association. Copies of the CTCMA, ACTMA, and RMTBC Guidelines are in the purple binder at the front desk. In addition, all practitioners will follow the guidance, expectations, and direction provided by the PHO.

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The following wellness and hygiene procedures are in place at this location:

While at work to help stop the spread of germs:

- Avoid touching your eyes, nose or mouth;
- Wear a mask at all times in the clinic;
- Immediately on coming into work wash your hands for 20 seconds with soap and water;
- Clean your cell phone upon arriving at work with a sanitizer wipe;
- Additionally, wash your hands between patients, whenever you leave the treatment room, after sanitizing the room following treatment, after handling laundry, before and after breaks, after using the washroom, if they touch your face, before putting a mask on, and after taking it off;
- Dispose of masks, gloves and paper towels in non-touch waste baskets lined with a garbage bag (present in all bathrooms);
- Respect the 2-meter physical distancing measures with all your colleagues and patients except during hands-on treatment;
- Engage in a discussion of risks and protocols with patients before beginning hands-on treatment;
- Practitioners are accountable to provide clear, honest, transparent communication regarding policies and procedures related to COVID-19.

Hygiene procedures guides and posters are in place at this location in all bathrooms and the kitchen.

Clinic apparel should be laundered daily at home. It's recommended that each practitioner store a pair of footwear at the clinic for clinic use only.

WORKERS MUST SELF-SCREEN BEFORE EACH SHIFT

To assure the wellbeing of those in the workplace, each person must self screen before the beginning of each shift. Follow the self-screen instructions and list provided at the end of this document.

The Provincial Health Officer of BC and the BC CDC have stated that anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, or think you have come into contact with someone with COVID-19, or have someone from your household return from travelling abroad must self-isolate at home for a minimum of 10 days, preferably 14 days.

This order is reflected in Lakeside Health policy. Should you feel ill at any point while at work, you must notify the front office (who will cancel your bookings) and depart. Use the self-assessment tool.

- Go home and self- monitor should you show reasonable signs of symptoms;
- Use the Screening Questionnaire for COVID-19: <https://ca.thrive.health/covid19/en> to help determine whether to seek further care.

PATIENT MANAGEMENT

Patient management includes scheduling as well as patient flow, messaging, and screening

- In person services must only proceed when the anticipated benefits of such services outweigh the risks to the patient and the practitioner;
- The registrant/practitioner is accountable and is the best person to determine the need for and appropriateness of in-person services;
- Some services can be safely and effectively provided virtually. Where possible, the appointment should be virtual via Telehealth service;
- Appointments in adjacent rooms will be staggered to help separate patients in time;
- Pre-visit messaging: phone message, voice mail, website and clinic software will clearly instruct patients on office visit protocols; (see attached appendix)
- Patients will be pre-screened, screened a second time when they sign a COVID waiver, and screened a third time by the practitioner;
- Pre-payment, stored credit cards, or payment via clinic software is encouraged.