

# COVID-19 Safety Plan

## *The Nest Family Wellness*

### About COVID-19 Including Transmission

Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases, such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). The disease caused by this new coronavirus, SARS-CoV-2, has been named COVID-19. While many of the characteristics of COVID-19 are still unknown, mild to severe illness has been reported for confirmed cases. (BCCDC May 17, 2020)

COVID-19 is most commonly transmitted through large droplets produced when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. The virus can also enter a person's body from touching something with the virus on it and then touching one's eyes, mouth or nose with unwashed hands. (BCCDC May 17, 2020)

### Cleaning and Disinfecting

- Shared equipment will be cleaned in **between patients**. This includes equipment, practice tools, and examination tables.
- Frequently-touched surfaces will be cleaned and disinfected at least **twice a day** or after each use depending on the surface.
  - These include medical equipment, door knobs, light switches, telephones, keyboards, mice, pens, charts, cell phones, and all hard surfaces in bathrooms such as sinks, faucets, handles.
- General cleaning and disinfecting of procedure and examination rooms will occur between each patient.
- Items that are not easily cleaned such as fabric or soft items will be removed or covered.
- Garbage containers will be emptied daily.
- Hand hygiene will be performed before wearing and after removing gloves.

Note: There is no evidence that the COVID-19 virus is transmitted via paper or other paper-based products. As such, there is no need to limit the distribution of paper resources, such as leaflets, to patients because of COVID-19. However, we will limit this and use electronic copies when appropriate.

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- Rigorous hand hygiene with plain soap and water or alcohol-based hand rub (ABHR) is the most effective way to reduce the spread of illness. Both staff and patients/clients can pick up and spread germs easily, from objects, surfaces, food and people. Everyone should practice diligent hand hygiene and will be reminded with appropriate signage.

#### End of Day procedure for Preparation of the Next Day

- Ensure waiting and treatment areas and, equipment are sanitized to prevent surface transmission between clients.
- Commonly touched surfaces and shared equipment must be cleaned and disinfected after contact between individuals, even when not visibly soiled.
- Towels or any other items contacting a client are to be discarded or laundered between each use.
- Work clothing should be placed in a bag and laundered after every shift.
- Shower immediately upon returning home after every shift.

## Physical Changes to the Clinic

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- To decrease the number of people in the clinic, patients are to wait outside the clinic until their appointment time. Once the practitioner is available, the office will call the patient to come inside.
- Alcohol-based hand rubs (ABHR) with a minimum of 70% alcohol will be made available for patient and practitioner use.
- Signage on proper hand hygiene should be prominently posted near all sinks.
- The number of caregivers and other non-staff individuals who are not patients/clients entering the clinic, as much as is practical to do so. They should also be reminded to practice diligent hand hygiene and maintain physical distance when they are in the clinic.
- Clinicians and staff to maintain 2-meter distance between each other and patients. Markers on the floor will indicate this distance from reception desk. If this distance cannot occur (as with physical examination, etc) then gloves and mask will be worn.
- Waiting room will be bare, with no unnecessary items and offerings such as magazines, toys, or beverages.
- Will remind patients that our clinic is taking measures to ensure mutual safety. We will recommend frequent hand washing or use of sanitizer.

## Scheduling

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- Breaks will be put between each patient for cleaning opportunity and to provide time for patients to leave the clinic prior to the next appointment time.
- Tele-medical appointments will be encouraged and the predominant form of visits at this time.

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- Patient management involves planning for patient scheduling, as well as patient flow and triage. Scheduling approaches include administrative measures that help separate patients in time, as compared to changes in physical space planning.
- Clinic telephone message/voice mail and website(s) will clearly instruct patients where to seek up-to-date instructions on assessment for COVID-19 and when it is not appropriate to have an in-person visit.

EVERY PATIENT calling in to schedule, pick up supplements or checking-in for an appointment will be screened for: Fever, cough, shortness of breath, body aches, runny nose, nasal congestion, sore throat or difficulty breathing, OR In the last 14 days been in close contact with a person who is a suspected COVID-19 patient while that person is ill, OR been in close contact with an ill confirmed case of COVID-19, OR have travelled out of the country and returned in less than two weeks.

- If YES to the above, advise the patient to call 811 and document the call.
- If NO to the above, proceed with scheduling a telemedicine consult or, if an emergent, urgent or essential care issue, an in-clinic appointment.

## Staff & Practitioners to Stay Home When Sick

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- All staff who have symptoms of COVID-19 **OR** travelled outside Canada in the last 14 days **OR** were identified as a close contact of a confirmed case **must stay home and self-isolate**.
- Staff must assess themselves daily for symptoms of common cold, influenza, or COVID-19 prior to entering the clinic. If any sign of illness, staff and practitioners will not enter the clinic until symptoms resolve.

## More Information and Resources

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- **Symptoms** of COVID-19: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
- **BC COVID-19 Self-Assessment Tool** can help determine the need for further assessment: <https://bc.thrive.health/>
- **Non-medical information** about COVID-19 is available 7:30am-8:00pm, 7 days a week at the following toll-free number: 1-888-COVID19 (1-888-268-4319).
- **HealthLinkBC** and **8-1-1** for health advice on COVID-19 (translation services are available): <https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>