



Reopening Orientation

Welcome back! You will notice some changes to our protocols that we've made to ensure the safety of our patients and staff. In compliance with Worksafe BC and the public health authority, we want to familiarize you with the steps we have taken to ensure your safety in our workplace.

The office is separated into "public areas" and "treatment areas/rooms". The public areas include the reception and hallways. The "treatment rooms" are rooms 1-4 on the RMT side and rooms 1-4 on the chiropractic side. Dr. Soo will now be working out of one of our "RMT rooms" to accommodate the flow of patients. But first a few general rules:

- 1) Wash your hands regularly throughout the day.
- 2) Whenever not in actual treatment, maintain a social distance of 6-8 feet
- 3) All services provided in the office (chiropractic, massage and naturopathic medicine) require patients and practitioners to be inside the 6 ft social distance. When you are inside of the 6 ft social distance you should **always** wear a mask.
- 4) All persons entering the clinic will be screened (multiple times) for COVID- 19.
- 5) If at any time you feel sick or become sick at work you must return home and self-isolate.
- 6) Before coming in for treatment please review the return to work plan for your RMT, Chiropractor or Naturopath.

For the public areas:

-Everyone must wash/sanitize their hands upon entrance to the clinic. A hand sanitizing station has been placed at the entry of the clinic.

-Plexi-glass shielding has been installed on the front desk.

-Our waiting room capacity has been reduced from 12 people to 4 people (three chairs and one standing position at the front desk). This is to ensure social distancing in the waiting area.

- High touch areas (door handles, counter tops, chair arm rests, point of service machine) will be regularly wiped down, a schedule to ensure regular cleaning will be stored at the front desk.

-The water cooler is stored behind the front desk. A patient may ask the front desk for water. The staff will fill a disposable cup and place it on the counter for the patient.

-Patients will be required to fill out any forms needed online or submit via email.

-Every person entering the clinic, including delivery personal, caregivers, or children accompanied by parents will be documented, for contact tracing purposes.



For treatment rooms:

- The practitioner will take responsibility for the regular cleaning of the treatment room. This will be done between each patient and at the end of the day.
- Ensure to clean high touch areas, door handles, arm rests of chairs, and anything else the patient touches in the treatment room.
- When delivering treatment inside your 6-foot social distance with patients, always wear a mask. Ensure to wash your hands **before** putting your mask on and **before** removing your mask.
- The number of practitioners in the office at one time has been reduced, and adequate time between treatments has been added to the schedule to allow for sanitization between patients.

Personal Health of Staff:

The health of our staff and practitioners is important to maintaining the high standards of our clinic. The staff and practitioners will monitor for symptoms daily and self-isolate if they:

- develop symptoms of COVID-19 including fever, chills, cough, shortness of breath, runny nose, sore throat and painful swallowing.
- have travelled outside Canada or have contact with anyone who travels outside Canada.

If any staff or practitioner starts to feel sick at work, they will immediately put their mask on, if not already wearing, and keep on at all times, they will then inform the front desk they need to cancel their day. They will return directly home and self-isolate. They must then take the online BC assessment for COVID-19 and follow the directions of the public health authority.

In the event someone tests positive for COVID-19 in the clinic (patient or staff) we will immediately contact the public health authority and comply with all contact tracing requirements.

We are happy to have you back! Please help us keep the clinic a safe place for everyone.