



Policies and Procedures During the COVID-19 Pandemic

GRIMSBY
HEALTH & WELLNESS

COVID-19 SCREENING

All **patients, visitors, and staff** must answer **NO** to **ALL** of the following questions to be allowed into the clinic:

1. Do you have a fever, cough, or any flu/cold-like symptoms, or generally feeling unwell?
2. Have you travelled outside of Canada in the last 14 days?
3. Is there any chance you've been in contact with someone with COVID-19 or any flu/cold-like symptoms?
4. Has anyone in your household or who you've had close contact with travelled anywhere outside of Canada in the last 14 days?

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

PATIENT GUIDELINES & PROCEDURES

1. Patients are to wait outside the clinic and will be allowed access only during their scheduled appointment times. Patients are to arrive on time to their appointments. Patients will be called on their cell phones to alert them when it's their turn to enter the clinic. They will enter through the back door of the clinic and leave through the front door to minimize any overlap.
2. Patients are asked to wear their own masks. If they do not have access to a mask, one will be provided.
3. Patients only will be allowed access to the clinic. If someone has accompanied them they will need to wait outside of the clinic. No one will be allowed to wait in the reception area.
4. Patients should limit the number of items brought into the clinic to bare minimums.
5. Patients will be screened over the phone and will be required to review and sign a specialized consent form that verifies the answer to all COVID-19 screening questions is NO.
6. Patients will have their temperature taken prior to each appointment. This temperature must be within accepted range in order to be treated that day. If a patient's temperature is above 100.4 F, they will be asked to leave the clinic and will not be able to return for 14 days.
7. Patients will be required to use hand sanitizer on all areas of hands and wrist before being moved to treatment area.
8. Patients may not pay in cash at this time.

Grimsby Health & Wellness reserves the right to update and amend these procedures and protocols at any time for the safety of their staff and patients.



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9. Patients should avoid touching their faces during their appointments and time in the clinic.
10. 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.
11. Unless it is an absolute emergency, we ask patients not to use our washroom facilities.

CLINIC & STAFF GUIDELINES & PROCEDURES

Grimsby Health & Wellness is committed to assuring the highest standards of safety at all times, but even more so during COVID-19.

1. Our goal for every staff member and practitioner is to feel in control of their own health and feel safe at work.
2. Appointments for existing patients will be booked, but must follow a telephone screen and the COVID-19 screening questions procedure, as stated above.
3. No walk-in patients are to be accepted at this time. New patients need to call the clinic and be screened appropriately.
4. Time allocated to assure proper sanitization procedures between patients (see below).
5. Patients will be directed to wait in their vehicles until they are called/texted by reception staff and instructed that it's time to come into the clinic. If a patient does not have a cell phone, they will be directed while booking their appointment to wait outside on the porch until instructed to come inside. No patient is to wait in the waiting room.
6. Patients have been instructed to come alone to appointments. If someone has accompanied them, that individual is NOT allowed in the clinic and must wait for them outside the clinic.
7. Every person entering the clinic must sanitize their hands upon entry.
8. Cash payments at the clinic will not be accepted at this time. Debit, credit, e-transfers, and insurance benefits only.
9. A log of all individuals entering the clinic will be documented at the front desk
10. Practitioners and staff should not shake hands with patients.
11. Practitioners will have available to them gloves and surgical masks to be used at their discretion.
12. Practitioners must practice social distancing protocols (2m between each other) when able.

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13. Should someone encounter a patient who has gone through the screening process and enters the clinic, yet exhibits signs and symptoms consistent with COVID-19, they must:
 - a. Establish and maintain a safe physical distance of two meters
 - b. Have the patient complete hand hygiene
 - c. Provide a new mask for the patient to wear
 - d. Segregate the client from others in the clinic
 - e. Explain the concern that they are symptomatic, discontinue treatment and reschedule the appointment
 - f. Advise the client that they should self-isolate and complete the online self-assessment tool before calling their doctor or Telehealth Ontario
 - g. Clean and disinfect the practice area and anywhere the client is likely to have touched immediately
 - h. Ensure a record is kept of all close contacts of the symptomatic patient and other visitors and staff in the clinic at the time of the visit

Sanitization Procedures Between Patients

1. Practitioners will wash their hands immediately after seeing a patient for at least 20 seconds with warm water and soap or using hand sanitizer.
2. Any area that has been used with the patients will then immediately be cleaned with disinfectant wipes or sprays. This includes any equipment, treatment tables, door handles, light switches, surfaces, and any other item used. A “wipe-twice” method (wipe once to clean, wipe again to disinfect) must be used to clean and disinfect surfaces.
3. Practitioners will then thoroughly wash their hands AGAIN for at least 20 seconds with warm water and soap or using hand sanitizer.

Sanitization Procedures During the Day and End of Day

1. Deep clean all other areas of the clinic that are “traffic areas” at least twice per day and when visibly soiled. This includes: the reception desk, washrooms between patient use, handrails, arm rests, electronics, door handles, light switches, and other clinic areas being used.
2. End of day deep clean over and above COVID-19 protocol of treatment area used throughout the shift.
3. Cleaning is to be done with disinfectant wipes and/or sprays.