

MICRO Massage & Wellness would like to take this moment to wish you and your family health and safety. While implications of COVID 19 continue to evolve, ensuring the health and safety of our community remains our top priority.

As per the Public Health Order announced on August 24th 2021, mask will be required for all public indoor settings for all people 12+ starting August 25 2021. We continue to kindly ask our team members and community to take extra precaution when entering our space. The extra precaution is greatly appreciated.

While we are excited to witness a series of progressive policies introduced and are eager for our return to normal, as Healthcare Providers we feel we have an obligation to protect our most vulnerable and continue to care for our community's health & safety.

*Please note these protocols are considered "interim" as they will be modified and updated as required to reflect new guidance provided by relevant governmental authorities. We adjust according to the guidance of:

- Registered Massage Therapy of British Columbia
- BC's Provincial Health Office (PHO),
- [BC Centre for Disease Control \(BCCDC\)](#),
- CMTBC's [Standards of Practice](#) and [Code of Ethics](#), and
- [WorkSafeBC](#).

To help minimize the spread of COVID-19, we ask patients to complete a pre-screening prior to appointments and every appointment thereafter. Please carefully read the following before booking and arriving for each appointment:

The aim of these protocols and guidelines are to reduce potential exposure to COVID-19 for both Patient(s), the Practitioner(s) and Team members within our clinical practice. In order to resume a safe clinical practice, we have identified the actions our Team commits to, and that all visiting patients must commit to as well.

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in these protocols and guidelines, the receipt and sufficiency of which consideration is hereby acknowledged, the Patient/Client and the Practitioner/Therapist (individual the "Party" and collectively the "Parties" to this health and safety measures) agree as follows:

"COVID-19 is spread by the respiratory droplets an infected person produces when they breathe, cough, sneeze, talk, or sing. If you are in contact with an infected person, the virus can enter your body if droplets get into your throat, nose, or eyes."

Practitioners will adhere to CBC BC Guidelines for Allied Health Care Providers: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf

For further reference: <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/clinical-care/community-based-health-care>

SELF-ASSESSMENT FOR SYMPTOMS OF COVID-19: FOR PATIENTS & THERAPIST

Prior to arrival at the clinic & pre-screening

For the safety of our team members and our patients that both must answer these questions to the best of their ability.

- Are you or anyone in your household experiencing any communicable disease signs and symptoms (for example: a fever/chills, a new cough, a worsening chronic cough, shortness of breath or difficulty breathing, etc)?
- Have you or anyone in your household had close contact with anyone with a positive case or suspected case?

Addition documentation will be noted if:

- A Patient confirms they fall in a high-risk category, including diabetes, cardiovascular disease, hypertension, lung diseases including moderate to severe asthma, being immunocompromised, having active malignancy or over age 65.
- Patient and Therapist will discuss the risks, agree and consent to proceed with treatment.
- A Patient has come into close contact with someone who has tested positive for COVID-19 in a controlled environment with the use of PPE.
- Confirmation of release of liability and consent to proceed

Daily self-assessment is recorded and completed by Practitioners prior to each shift; in the interests of shared decision-making and patient-centred care, if RMTs are asked to exchange their self-assessment results with patients, and to request patients' results

If the response to any of the screening questions is yes, the patient cannot have a treatment. Instruct the Patient to reschedule after 5 days after initial onset of symptoms or last day of fever or to contact their physician for further guidance and advice. The Patient can reschedule later after they are safe to be treated and all parties have mutually agreed to proceed.

The Code of Ethics provides guidance in Section 17 of CMTBC, in the category of "Terminating the Therapeutic Relationship". In effect, refusing treatment terminates the therapeutic relationship. An RMT may do so "with any patient who ...threatens the RMT or otherwise endangers the RMT."

The ethical obligation, particularly for an existing patient with whom you've established a good therapeutic relationship, is to explain that Practitioner(s) provide treatment under revised guidelines that stress the importance of controlling the spread of communicable diseases. That said, the Code of Ethics provides the option of immediate termination if you feel endangered.

- Patients will be informed about their responsibilities at the time of booking.
- A notice will be placed on the website, where Patients are able to access this information on practice guidelines and protocols.
- 24 hours prior to their booked appointment, the Patient will be prompted to complete our COVID-19 Screening Questionnaire.
- If the Patient is experiencing ANY of the Communicable Disease signs and symptoms they MUST CANCEL their appointment and are asked to stay home and/or they may contact 8-1-1/ family physician. Late cancellation fees will be waived during these unprecedented times. No show fees will still apply.
- For all those ages 12 and above who are not yet fully vaccinated are asked to bring in their own facemask which is recommended to wear during the length of their treatment and the entire time they are in the facility. If the Patient does not have a mask upon arrival, one will be made available at no additional charge.
- All team members and therapists must complete a Self-Assessment prior to each shift and will stay cancel appointments if they are experiencing any symptoms.
- Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. An appointment must be cancelled immediately if either the patient or the therapist presents with even mild symptoms that may be signs of Covid-19 including:
 - Fever/Chills
 - Loss of sense of smell
 - Cough
 - Headache
 - Diarrhea
 - Muscle aches
 - Shortness of breath
 - Fatigue
 - Sore throat or pain with swallowing
 - Loss of appetite
 - Stuffy or runny nose

- Covid-19 Symptoms may range from mild to severe, therefore, patients are required to cancel appointments if they experience what they determine to be 'just the sniffles,' 'seasonal allergies', or 'just feel under the weather' on or before the day of their appointment. This is non-negotiable.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and/or postpone treatment.
- RMT(s) will be asked to complete and record a screening log prior to each shift and must stay home/cancel appointments if experiencing communicable disease signs and symptoms and/or are awaiting a COVID-19 test result.
- For patients at greater risk: the RMT will take additional precautions, discuss alternatives for care, or postpone treatment – explore options. RMTs may provide massage therapy when the patient and therapist agree that the benefits of care outweigh the risk to the patient.
- For patients who are health care workers (HCWs) who have been exposed to patients with COVID-19: RMTs and Patients can consult the risk.
- Our cancellation policy has been relaxed to ensure honesty and compliance with pre-screening questions.

Upon Arrival

- When arriving, Patients are encouraged to remain in their vehicle until 5 minutes prior to the start of their treatment. Patients are requested to fill out online questionnaires and forms and have them completed prior to their visit.
- Clients will be screened again upon arrival. This will include asking patients to inform us if any changes occurred since their 24 screening questionnaire. The Therapist will assess the results and will either continue with treatment or cancel the appointment.
- Patients will not be charged for any last-minute cancellations barring emergencies and/or for cancellation reasons related to communicable like symptoms.
- Clients will be required to sign an informed consent form, Release of Liability Form and Waiver including a COVID-19 screening questionnaire.
- Masks are recommended to be worn the length of the treatment. If the Patient has a mask, they are encouraged to bring it with them and wear it when they arrive. If the Patient does not have a mask, a single-use mask will be provided at no additional cost.
- Patients are advised not to open and close doors to minimize contact where possible, Therapist will open and close doors for Patient(s) and press elevator buttons for patients.
- Patients are permitted to open the treatment door to indicate they are dressed and ready. Patients are permitted to open and close washroom doors.

PHYSICAL DISTANCING

Reception area/Clinic space entry

- Patients are encouraged to arrive unaccompanied, and no more than 5 minutes before their appointment
- Pets are not allowed at this time (service pets are still welcomed)
- When doors are locked patients are encouraged to stay outside the door 6ft away from the entrance or inside their vehicle until they are invited in.
- Rehab products (resistance bands, P3 cream, cryoderm, rollers, heat pads etc) are stored away
- Appointment times are staggered to reduce the potential for patients crossing paths
- Lower lobby will be in use to avoid congestion
- Additional time is added before and after each treatment for enhanced cleaning protocols
- Physical distancing measures implemented outside the treatment room (2 metres / 6 ft wherever possible)

Within Treatment room

- It is not possible to maintain physical distancing while in the treatment room
- Patients will be asked to keep personal belongings in a designated area or hung on the coat rack behind the door.
- We are for Patients to not bring any non-essential items. We ask Patients to leave those items at home or in their vehicle or at home
- Table warmers and heating pads in use will be covered by vinyl material and disinfected after each use.

After treatment

- Patients are asked to respect social distancing where possible.
- Book appointments are encouraged to be done online or over the phone.
- Patients are asked to promptly leave the clinic after paying for their appointment or arranging for payment
 - MICRO Massage & Wellness offers contactless payment through Janeapp.
 - POS (point of sale) system is still available - tap payments are highly recommended. In the event this does not work, payment will have to be processed through Janeapp or e-transfer.
 - The POS machine will be sanitized between each Patient
 - Cash will be accepted at the discretion of the Practitioner
 - We are PAPERLESS. Receipts will be emailed

Washrooms

- The restroom will be sanitized after each use and/or frequently throughout the day. Soap, paper towels, as well as proper handwashing guidelines have been made available for staff and client use.
- Products used are approved by:
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

HAND HYGIENE

Reception area/clinic space entry

- Use hand sanitization upon entry:
 - In front of the elevators on the main floor, and at the reception desk. Hand sanitizer will be made available throughout the facility
- If hands are visibly soiled, or Patient prefers to wash their hands, they will be escorted to a sink (without touching anything) and wash their hands with soap and water for at least 20 seconds, and dry them thoroughly
- The Therapist will wash their hands, forearms and elbows thoroughly for at least 20 seconds between Patients
- The Therapist must use proper hygiene by using hand sanitizer or washing their hands before and after cleaning, sanitizing and disinfecting spaces, before donning or doffing PPE (face masks) and in between performing any task prior to coming in contact for their treatment.
- Gloves may be worn during cleaning, disinfecting and sanitizing procedures.
- Hand washing protocols will be posted visibly in the washrooms and sinks.

IN THE TREATMENT ROOM

- The Therapist will open the door to the treatment room and allow the patient to enter. The Therapist will open/close the door before, during and after the treatment as required – reducing the need for the patient to touch the door
- Therapist will sanitize the doorknob in between every treatment regardless if the patient comes into contact with the surface, Therapist will use a clean cloth to open the treatment door.
- Patients will be permitted to open the door for themselves after the treatment to let the Practitioner know they are dressed and ready
- Tissue is available inside the treatment room that the Patient may use as a barrier when opening the door
- Tongs will be used to pass a clean disposable face mask for patients to use, tongs will be disinfected before and after use
- A hand sanitation agent is available within the treatment room; Patient may to wash or sanitize their hands after the treatment.

AVOID FACE TOUCHING

- Intraoral and external TMJ treatments will not be conducted at this time
- Musculature of the face will not be palpated or treated at this time.

COVER YOUR MOUTH AND NOSE WITH A CLOTH FACE COVER WHEN AROUND OTHERS

- You could spread COVID-19 to others even if you do not feel sick.
- Masks acts as a barrier to help prevent you from spreading tiny droplets to others when you cough or sneeze and when you are unable to practice social distancing.
- Even with a mask when possible continue to keep 6 feet between yourself and others – the mask is not a substitute for social distancing. For more information on masks please see:
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks#:~:text=All%20masks%20should%20fit%20comfortably,avoiding%20crowds%2C%20and%20hand%20washing.>

COVER COUGHS AND SNEEZES

- Always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in touchless garbage cans with lids.
- Immediately wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available clean your hands with hand sanitizer that contains at least 60% alcohol.

ENHANCED CLEANING PROTOCOL

- Additional time has been scheduled between Patients to allow for thorough cleaning and sanitizing of the treatment room.
- Visibly soiled surfaces will be cleaned followed by disinfecting with a Canada Health Approved for use against Covid-19 disinfectant as listed here:
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
- Common areas will be sanitized and disinfected by approved products from Canada Health Approved List of Disinfectants with evidence for use against COVID-19 at least twice a day, including the restroom.
- All high touch surfaces will be cleaned and disinfected between patients, regardless of appearances. This includes but not limited to, light switches, doorknobs, POS machine, electronic devices, table surfaces, chairs, stools, faucets, countertops, including the treatment table, table levers, face cradle, lotion bottles will be immediately sanitized after each treatment.
- A Cleaning and Disinfectant Log will be on display in the treatment room
- All linens, including blankets and pillowcases are single use only and will be laundered using high heat, detergent, and/or bleach.
- Clients are asked to keep all their personal belongings in a designated area. After treatments this area will be sanitized to become available for use to the next client.

OPENING AND CLOSING PROCEDURES

Opening

- At the start of every shift clean and disinfect all high touch surfaces will be cleaned and disinfected regardless of appearance including but not limited to: doorknobs, light switches, elevator doors & buttons, stair railings, bottles, table adjusters, massage table, face cradle, POS terminal, treatment floor, countertops, handles, desks, phones, and keyboards.
- Ensure disinfectant bottles are full.
- Replenish linens with clean and un-used linens, including face mask and scrubs.
- Wipe down laundry storage with approved disinfectant by Health Canada:
- Wipe down touch-less trash cans, facility cleaners ensure new liner have been placed.
- Check for replenish of papers towels
- Ensure hand sanitizer dispensers are refilled
- Ensure disposable mask are made available for Patients who are unavailable to provide themselves for one.
- Janitorial Services will disinfect and clean surfaces in washrooms with approved disinfectants by Health Canada, this includes but not limited to toilets, faucets, mirrors and sinks.

Closing

- At the end of every shift clean and disinfect all high touch surfaces will be cleaned and disinfected regardless of appearance including but not limited to: doorknobs, light switches, elevator doors & buttons, stair railings, bottles,

table adjusters, massage table, face cradle, POS terminal, treatment floor, countertops, handles, desks, phones, and keyboards.

- Tie up all used/soiled linens and prepare for laundry.
- Wipe down touch-less trash cans.
- Refill disinfectant bottles, take note if disinfectants need replenishing or ordered.
- Restock paper towels, take note if towels need replenishing and inform Clinic Owner
- Refill hand sanitizer dispensers, take note if hand sanitizers need replenishing and inform Clinic Owner
- Restock disposable masks for Patients who are unavailable to provide one for themselves, take note if disposable masks need replenishing and inform Clinic Owner
- Janitorial Services will disinfect and clean surfaces in washrooms with approved disinfectants by Health Canada, this includes but not limited to toilet, faucets, mirrors and sinks. Take note if paper towels, soap, hand sanitizers or toilet paper needs restocking.

TREATMENT ROOM AND SUPPLY CONSIDERATIONS

Furnishing Considerations	No touch garbage bins in common areas and treatment rooms Closed shelving/storage to enclose clean and used linens Remove all clutter and fabric furnishing within treatment room Payments occur in the treatment room with a wireless point of sale system or e-transfer can be arranged or online payment through the Janeapp
Personal Items for therapists	Clothing covers: its encouraged for Tops with buttons or a zipper will be changed between each Patient. Therapist will change into a new clean mask for each treatment
Cleaning supplies	Hard surface cleaner and vinyl cleaner/disinfectant – Use only approved hard-surface disinfectants that have a drug identification number and is listed on the government of Canada’s website. Spray bottles: for hard surface cleaner and vinyl surface cleaner
Other supplies	Table warmers are not in use unless covered with vinyl covers and disinfected after each use Heating pads are currently not in use unless covered with vinyl covers and disinfected after each use Memory foam padding will be covered with vinyl covers Blankets – Enough on hand that can be changed after each treatment
Hygiene supplies	Hand sanitizer must contain at least 60% alcohol for entry way and in each treatment room Specifically Used: Germ be gone (>60%, 75%alcohol – Health Canada Approved) Disposable patient face masks are available Hand soap in the washrooms Paper towels are available for disinfecting surfaces Tissue paper are available for use of barrier
Laundry	All linens (scrub tops/ linens, cloth mask) are placed in nonporous bags and stored in enclosed cabinets. Linens are washed/bleached in hot water and dried on high heat Practitioners are responsible for laundering their tops. Tops are washed in hot water and dried on high heat

PERSONAL PROTECTIVE EQUIPMENT (PPE)

As per BC Guidelines on mask use; Masks and health care settings You must wear a mask in all health care settings, like vaccine clinics and hospitals. Refer to: <https://www2.gov.bc.ca/gov/content/covid-19/info/restrictions#:~:text=Wearing%20masks%20in%20public%20indoor,mask%20is%20a%20personal%20choice.>

For those who are not fully vaccinated we as Patients to please consider our most vulnerable and wear mask during your visit with us. The extra precaution is greatly appreciated.

- Therapist may wear a face mask before, during, after treatment, while disinfecting and while moving throughout the facility.
- Both Therapist and Client may wear a mask for the entire duration of the visit if vaccination status has not been communicated.
- Therapist will wear the required PPE as guided by CMTBC, WSBC and PHO
- Gloves may be worn while cleaning and/or using chemicals that cause skin irritation, or when the therapist's hands or skin of the hands are injured.
- Hands will be washed prior to putting the gloves on
- Proper hand hygiene will be conducted immediately before donning and after doffing
- Therapists will change their tops between every treatment
- An RMT can ask a patient for their vaccination status but must also tell the patient they are not obliged to answer. An appropriate way to present this question would be to ask whether the patient is comfortable revealing their vaccination status.
- If the patient chooses not to answer, it is at the RMT's discretion how to proceed. In which case Therapist may require that the patient and RMT both wear a mask during treatment.

As indicated in the "CMTBC Interim Guideline On PPE" document:

*Personal Protective Equipment (PPE) and mask use
Update on masking requirement*

April 4, 2022

CMTBC has updated the [Interim Guidelines \(COVID-19\)](#) and the [frequently asked questions \(FAQs\)](#). The updates address changes to the requirement on mask use.

On March 10, 2022, the Provincial Health Officer (PHO) issued a notice stating that wearing a mask in public indoor settings is no longer required by public health. However, on April 1, 2022, the PHO issued a guidance letter to all BC health regulatory colleges, including CMTBC, that included the following paragraph:

"In addition to following masking requirements established by employers and operators as part of their workplace communicable disease plans, I recommend the continued use of medical masks by practitioners and patients/clients in medical offices, private practices and other settings when there is close, in-person patient/client contact. As well, I recommend a continued focus by health care professionals on diligent hand washing, immunization, respecting personal space, regular cleaning and disinfection, ensuring appropriate ventilation, and staying home when sick."

Accordingly, wearing medical masks during treatment is recommended by the PHO, but not mandatory.

RMTs should use their professional judgement regarding the use of masks in their practice environment. A decision on mask use, particularly during treatment, should be made jointly with the patient as part of the consent process, following a discussion and in the context of all the layers of protection an RMT has in place to minimize the risk of transmission of COVID-19.

CMTBC has revised the [Interim Guidelines \(COVID-19\)](#) and [FAQs](#) to reflect the new guidance from the PHO.

RESOURCES

1. BC Centre for Disease Control, Masks
2. BC Government News, Masks and COVID-19
3. BC Human Rights Tribunal, information on COVID-19 response including A human rights approach to mask-wearing during the COVID-19 pandemic.

How to Don & Doff PPE Gear AND clean/disinfect for each treatment

This information about how to don and doff (put on and take off) PPE is from the CDC website at:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html> and <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/infection-control/personal-protective-equipment>

How to Put On (Don) PPE Gear AND clean before starting patient care treatment

Training and practice using our healthcare facility's procedure is critical. Below is our procedure of donning, cleaning and preparation for treatment.

1. Before inviting patient inside, perform hand hygiene by washing hands, forearms and elbows.
2. Put on mask/facepiece. Do not wear facemask under your chin or store in scrub pockets, pant pockets or hung on their wrist or forearm between patients.*
3. Facemask: Mask ties should be secured on crown of head (top tie) and base of neck (bottom tie). If mask has loops, hook them appropriately around your ears.
4. If applicable, when in use, put on face shield or goggles. Face shields provide full face coverage. Goggles also provide excellent protection for eyes, but fogging is common.
5. Put new tops on.
6. Practitioner may now invite their patient and enter the room
7. Close door with cloth.

How to Take Off (Doff) PPE Gear, clean and prepare for the next patient

Training and practice using your healthcare facility's procedure is critical. Below is our doffing, cleaning and preparation for each treatment.

1. Sanitize doorknob for patient, use clean cloth/sanitizer cloth to open door
2. Perform proper hygiene immediately after leaving the treatment room.
3. Once Patient indicates they are ready by opening their door, escort them out. Place gloves on.
4. Return to treatment room and gather all soiled linens, cleaning rags and place directly in designated covered bin. 5. Begin to sanitize all but not limited to, face cradles, massage table, hard surfaces, electronics, doorknobs, light switches, equipment, and bottles used during treatment.
5. Remove scrub tops. Untie all ties (unzip/or unsnap all buttons). Do so in gentle manner, avoiding a forceful movement. Rolling the gear down is an acceptable approach. place in plastic bag.*
6. Remove gloves and discard them. Ensure glove removal does not cause additional contamination of hands. Gloves can be removed using glove-in-glove or bird beak technique.
7. Perform hand hygiene by using hand sanitizer. Place new scrubs on.
8. If applicable, remove face shield or goggles. Carefully remove face shield or goggles by grabbing the strap and pulling upwards and away from head. Do not touch the front of face shield or goggles.
9. Therapist remove mask and filters into non-touch trash. Cloth mask goes into plastic bag. Do not touch the front of the facemask.*
10. Facemask: Carefully untie (or unhook from the ears) and pull away from face without touching the front, place in wash or discard disposable ones.
11. Perform hand hygiene (hand sanitizer) after removing the mask and before putting it on again if your workplace is practicing reuse.*
12. Practitioners may now leave the room and invite your next Patient in.

Where to Don and Doff:

According to the CDC information above, the following will remain: donning should occur prior to entering the patient/client room. However, in a private practice/in a single person office and mobile visits with no internal waiting area that patients/clients can let themselves into, therapist will don PPE prior to greeting the patient at the door.

- When gloves are not worn except when doing specific tasks when in the treatment room, gloves will be put on or taken off in the treatment room as long as hand hygiene is practiced before putting them on and after taking them off will be in the room.
- According to the CDC information above, doffing of gloves and gowns (or in our case tops) should occur in the patient room or back room, if available.

MOBILE VISITS

- From a risk management perspective massage therapy treatment takes place in an enclosed space where the therapist and patient are unable to socially distance for times that can range from 30 minutes to 90 minutes. Further cross transmission is a risk given that RMTs will interact with several patients in a day. No in person appointment is risk free even if the patient and massage therapist appear well.
- At this time, we ask therapists to consider whether mobile massage can be performed safely given their lack of control over the cleanliness of the home within which they would be providing the treatment and the cross transmission that may occur going from one home to the next. Therapists can only treat patients one at a time with a suitable gap in between because of the risk of cross transmission.
- Both Therapist and Patient must determine the benefits of Massage Therapy and use their discretion to decide and consent to proceed with an in home treatment
- Be particularly mindful of how many individuals are in the vicinity at the time of treatment, especially those who fall into the high-risk category

Pre-screening

COVID-19 pre-screening will be conducted during the following:

- At the time of appointment reminder
- 24 hours before treatment
- Upon therapist arrival for treatment

Cleaning and disinfecting procedures

- Cleanable enclosed storage bins will be used to containing massage supplies needed per treatment, contents will be used for only one treatment.
- All high-touched supplies will be disinfected before and after each treatment such as but not limited to: massage tables, lotion bottles, body support cushions and portable POS

Hand Hygiene

- Therapist will practice proper hand hygiene before and after each treatment, don/doff and before performing a task

PPE Considerations

- Therapist will change their top between each in Mobile Visit
- Mask will be changed between each Patient/ in Mobile visit

Where to Don and Doff

- According to the CDC information, donning should occur prior to entering the patient/client room. However, in a private practice/in a single person office/home visits with no internal waiting area Therapist will don PPE prior to greeting the patient at the door.

Treatment modifications

- Scheduling for adequate time between appointments: between every patient there needs to be adequate additional scheduled time for proper cleaning and disinfecting of all equipment for the treatment. Only one patient can be treated at a time.

Laundry

Massage therapy practice includes laundry. Be aware that contaminated linens can transmit disease via direct contact or by aerosols of contaminated lint generated during sorting, and handling of contaminated items. Avoid shaking out laundry before storing away linens in a cleanable enclosed bin – it may create aerosolized particles. There should be a dedicated laundry storage: for handling soiled laundry and cleaned items. Proper handwashing after touching and processing dirty laundry is essential as is cleaning and disinfecting of the equipment. Recommended PPE should be worn (gloves, eye covers) while sorting linens and scrubs. Linens, scrubs, and cleaning items can be washed using regular laundry soap and hot water (60-90 degrees Celsius) and put through a dryer cycle until completely dried.

TREATING FRONTLINE HEALTHCARE WORKERS

Therapists can treat frontline Healthcare Workers (HCW) who have been in close contact with COVID-19 patients. Pandemic Clinical Guidelines Version 28 Therapists are reminded that they must use their clinical judgement when determining whether to treat a HCW who may be working in close contact with COVID-19 patients. The final decision rests with the therapist.

RISK

Please be aware that even though our protocol and guidelines have been implemented to reduce the risk of transmission or exposure to COVID-19, it DOES NOT GUARANTEE a 100% RISK-FREE environment. It is up to the Patient's discretion and therefore their own assumption of risk and personal responsibility to decide if continuing with their treatment at this time is in their best interest.

PROFESSIONAL OBLIGATIONS

Liability Insurance

- All Therapists carry professional liability insurance
- Therapists are following all the necessary health and safety guidelines outlined by their regulatory college, BC Centre for Disease Control (BCCDC), Provincial Health Office (PHO), and WorkSafeBC, and that they are taking all reasonable precautions to clean and disinfect the clinic and all the surfaces within the treatment room
- No guarantees have been made by the Therapist, that the Patient may not come in contact with COVID-19 at or during an appointment.

General

Therapist and Team members will be cautions of the following:

- Activities done during the day prior to shift.
- Be conscious of the number of places visited before, during and after work
- Avoid non-essential trips
- Group gatherings
- Limit contact with those at high risk.
- Practice social distancing (stay at least 2 meters apart) outside of your home to the best of your ability. ·
All international travel requires the therapist will strictly adhere to PHO, Provincial Travel Guidelines

Self-Monitoring

Therapist understands symptoms associated with a COVID-19 infection may range significantly and be similar to that of a cold or flu. Both those who are asymptomatic and those who are symptomatic may transmit the virus to others. Therapist will monitor symptoms included:

- Cough/Chills
- Fever
- Difficulty breathing
- Pneumonia
- Diarrhea

Practicing massage therapists are recommended self-monitor by recording their:

- Time Screening was conducted
- Temperature
- Symptoms
- Number of locations they have visited

Other symptoms may include:

- Muscle aches
- Fatigue

- Loss of sense of smell or taste
- Sore throat
- Body temperature (Normal 37 degrees Celsius, 98.6 degrees Fahrenheit and can range as much as 0.6 depending on how active you are.)
- Headache
- Loss of appetite · Chills
- Runny nose
- Nausea and vomiting

With the intention of creating self-awareness about what each Therapist can do to best protect ourselves, patients, and the community. Therapists are asked to continue with the extra precautions presented in this Interim Guidelines.

Practitioners: Do not go to work if you are not feeling well – even if your symptoms are mild and you are uncertain of whether it is COVID-19 or not. Please protect your colleagues and your patients and stay home if there is any doubt in your mind. Expect to miss more work than usual to make sure that you are taking care of yourself, your colleagues, and your community. (Do not to use medicines that reduce fever e.g. acetaminophen or ibuprofen. If you have taken a fever reducing medicine wait at least 4 hours after your last dose to take your temperature.)

Illness amongst close contact

Practitioners are asked to use their clinical judgement in regards to a close contact, a spouse, those you live with, or your child becomes ill stay home and self-isolate with your family. Care for yourself and your family only return to work when:

- Your close contact has been tested and the results for COVID-19 negative and you are well.
- OR after self-isolating for 5 days and having no symptoms or fever develop.

In the event that a patient test positive for COVID-19 having an “in-person” appointment within the 5-days prior to onset of symptoms

- The Patient will contact the therapist and inform them of positive test results and possible transmission of the virus immediately
- The Therapist will immediately self-isolate
- In the event that a patient alleges they caught COVID-19 from a therapist
- The Therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the Therapist and the name and contact details of the patient
- The patient must agree to the release of this information under these circumstances in order to receive treatment
- All massage therapy appointments will be cancelled and the therapist will cease to provide services until Public Health has investigated and provided direction
- The Therapist will immediately self-monitor and not return to work until 5 day post exposure, initial onset of symptoms or last day of fever

In the event that a Therapist displays symptoms of COVID-19

- The Therapist will immediately self-monitor,
- If available the Therapist will take a COVID-19 test or not return to work after 5 days post exposure and/or initial onset of symptoms and/or 5 days from the last day of their fever

If testing is positive:

- All ‘in-person’ appointments will be cancelled and the therapist will cease to provide services until test results are returned negative or 5 days after initial onset of symptoms.

If testing is not granted:

- All ‘in-person’ appointments will be cancelled and the Therapist will cease to provide services for a minimum of 5- days beyond the onset of symptoms, and/or until symptoms cease.

In the event that the Therapist comes into close contact with someone showing signs of COVID-19 related symptoms or tests positive for COVID-19

- The Therapist will immediately self-monitor.

- All 'in-person' appointments will be cancelled and the therapist will cease to provide services until:
- The close contact has been tested for COVID-19 and the results proved negative and the Therapist is well o OR after self-isolating for 14 days and having no symptoms of fever develop.

Asymptomatic Spreaders

- Asymptomatic transmission of the coronavirus is an unavoidable risk of practice until we have acquired herd immunity, there is an effective treatment, or the majority is vaccine against COVID-19
- We have put into place protocols to help reduce that risk as outlined in this documentation
- No guarantees have been made by the Therapist that the Patient may not come in contact with COVID-19 at or during an appointment

Informed Consent

In the current environment of COVID-19 risk, informed consent requires that the Patient be informed and understands that:

- Any 'in-person' treatments involves some risk of COVID-19 transmission and exposure;
- The Therapist is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero;
- The Patient consents to the treatment despite some risk; and the Therapist will document the patient's consent in advance and at the time of the treatment.

Practitioners seeking for more clarity on RMTs Transitional Phase from COVID-19 Safety Plan to Communicable Disease Prevention Plan are encouraged to visit: <https://www.cmtbc.ca/about-cmtbc/covid-19-information-for-registrants/>

This is in consideration of your health as well as the well-being of other Patients and team members. We are so grateful for all your support and understanding!

Resources:

[BC Centre for Disease Control, Symptoms](#)

[BC Centre for Disease Control, Travel](#)

[BC Centre for Disease Control](#)

[Provincial Health Officer Update: Dec 2022](#)

[WorkSafeBC: September 2022](#)

[Registered Massage Therapy Association, Clinical Guidelines for Safe Registered Massage Therapy Updated: July 2021](#) [College of Massage Therapist of British Columbia, Interim Guidelines for Return to Practice Updated: June 2022](#)