

Japan Shiatsu Clinic

Guideline for COVID-19

GOOD PERSONAL PRACTICES

A return to work is not a return to normal. These rules apply to everyone as you do your part to help slow the spread of COVID-19.

HOW COVID-19 SPREADS

Health experts believe that Coronavirus is transmitted via liquid droplets when a person coughs, sneezes or talks within a close proximity.

- It is believed that COVID-19 spreads when infected droplets reach the eyes, nose or mouth.
- The virus is not known to be transmitted through airborne transmission (by much smaller evaporated particles containing the microorganism floating in the air for long periods of time).
- Coronavirus does not transmit through the skin.
- The virus can be spread by touch if a person has used their hands to cover their mouth or nose when they cough.
- Be aware that COVID-19 may be spread by those not showing symptoms.

EVERYONE SHOULD

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available a hand sanitizer that contains at least 60% alcohol can be used. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Clean and disinfect high touch surfaces frequently.
- Keep 2 meters or 6 feet apart (social distancing).

AVOID CLOSE CONTACT

- Avoid close contact with people who are sick.
- Other than when you are treating put distance between yourself and other people. Remember that some people without symptoms may be able to spread the virus.
- Be particularly mindful of those who are at the highest risk of getting very sick: those over 65, individuals in a care home or long term care facility, those with underlying medical conditions - particularly if not well controlled, those with chronic lung disease or moderate to severe asthma, those with heart conditions, those who are immunocompromised, those who are severely obese, those with diabetes, those with chronic kidney disease undergoing dialysis and those with liver disease.

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.

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 the trash.
- 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.

CLEAN AND DISINFECT

- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

THERAPIST SCREENING

GENERAL

While we look at returning to work it is important to think ahead about what you can do to stay healthy and prevent the spread of COVID-19 within your practice and your community. What you do in your day to day life matters.

- Be conscious of the number of places you are going to before and after work and on your days off.
- Avoid non-essential trips within your community.
- Do not gather in groups.
- Limit contact with those at high risk.
- Go outside to exercise but stay close to home.
- Practice social distancing (stay at least 2 meters apart) outside of your home to the best of your ability.

DAILY SELF-MONITORING

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.

Symptoms have included:

- Cough
- Fever
- Difficulty breathing
- Pneumonia in both lungs

We are recommended self-monitor by recording our temperature, symptoms, and number of contacts each day outside of the treatment area. Do not 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. Other symptoms may include muscle aches, fatigue, sore throat, headache, loss of appetite, chills, runny nose, nausea and vomiting, diarrhea, loss of sense of smell or taste. Normal body temperature by mouth is 37 degrees Celsius and can range as much as 0.6 degrees Celsius per day depending on how active you are. Recording the number of places practitioners visit or stop at on their way to and from work is done with the intention of creating self-awareness about what each of us can do to best protect ourselves, patients, and the community. Therapists are discouraged from running errands before work and during their lunch breaks to minimize the number of contacts they have during the day.

NOT FEELING WELL?

Do not come 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 other therapists 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, other therapists, and your community.

- If you feel mildly ill stay home, do not come to work, do not go to public places, do not use public transit, taxis, or ride shares. Do not have visitors to your home.
- Call your family physician, a walk-in clinic, your local public health unit, complete the COVID-19 self-assessment by visiting <https://bc.thrive.health/> or call 811 and follow their instructions.
- If you live with others stay and sleep in a separate room and use a separate bathroom if possible.

- If tested positive for COVID19, immediately report Kaz (or company) to contact patients to inform them to monitor for symptoms. For instructions on how to isolate follow the instructions of public health officials. For more information see <http://www.bccdc.ca/Health-Info-Site/Documents/Self-isolation.pdf>.
- If you become ill with COVID-19 stay away from work for at least 10 days beyond the onset of symptoms, AND until the fever is gone without medication, AND you are feeling better AND you have been cleared by a public health official.

ILLNESS AMONGST CLOSE CONTACTS

If 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 following the instructions from the BC Centre for Disease Control: http://www.bccdc.ca/Health-Info-Site/Documents/Self-isolation_caregivers.pdf

Only return to work when:

- Your close contact has been tested and the results for COVID-19 come back negative and you are well.
- OR after self-isolating for 14 days and having no symptoms or fever develop.
- OR being cleared by a public health official.

PATIENT SCREENING AND ARRIVAL INSTRUCTIONS

After confirming that the therapist is well careful screening of all visitors that enter the clinic provides an extra level of to the clinic, other therapists, and patients. Be aware that practice will look and feel different to patients. Clear communication before individuals enter the clinic will help patients understand the new process and what to expect at their visit.

THREE SCREENS

It is common for patients to deny their symptoms at first. Clearly, we need to go through these questions before they come in however it is imperative that there be a protocol in place so that patients are screened multiple times.

1. When they walk into the clinic and try to sign up
2. When they arrive at the clinic for their appointment
3. Before you start their treatment

Document that the screening was done.

QUESTIONS

For the safety of our staff and our patients that you (the patient) answer these questions to the best of your ability.

1. Are you experiencing any of the following: a fever, a new cough, a worsening chronic cough, shortness of breath or difficulty breathing?
2. Have you had close contact with anyone with acute respiratory illness or have you travelled outside of Canada in the past 14 days?
3. Do you have a confirmed case of COVID-19 or had close contact with a confirmed case of COVID-19?
4. Do you have 2 or more of the following symptoms:
sore throat, runny nose/sneezing, nasal congestion, hoarse voice, difficulty swallowing, decrease or loss of sense of smell, chills, headaches, unexplained fatigue/malaise, diarrhea, abdominal pain, or nausea/vomiting?
5. If you are over 65 years of age, are you experiencing any of the following: delirium, falls, acute functional decline, or worsening of chronic conditions?

If the response to any of the screening questions is yes, the patient cannot have a treatment. Instruct the patient to do one of the following call 811, go to <https://bc.thrive.health/> or to contact their physician for further guidance and advice. The patient can reschedule later after they are safe to be treated.

PATIENT ARRIVAL AT CLINIC AND INSTRUCTIONS

When arriving at the clinic the patient is asked to wait outside or come back again until 5 minutes prior to the start of their treatment.

Unless required for mobility or personal assistance, patients are asked to come into the clinic alone and not bring spouses or children. This is important to promote social distancing the clinic space.

Upon entry into the clinic patients are encouraged to use hand sanitizer and must put their own mask on. (If they do not bring their mask, they can not receive the treatment.) All our staff are protected by a screening device at the reception area.

TREATMENT ROOM AND SUPPLY CONSIDERATIONS

Furnishing Considerations	No touch garbage bins in common/treatment areas Acrylic shields between reception area and patients
Personal Items for therapists	2 reusable masks for therapist are provided by company, must wear it whole day Tenugui is prohibited to use for patients! We provide another material instead of it
Cleaning supplies	Spray bottles: for hard surface cleaner, vinyl surface cleaner (coated surface cover, massage tables, face pads, pillows, etc.) Hard-surface disinfectant: Lemon Tree (00628891) * visit https://health-products.canada.ca/dpd-bdpp/index-eng.jsp to check it
Hygiene supplies	Hand sanitizer must contain at least 60% alcohol at reception Hand Sanitizer: Sani Hands (02242309) * visit https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/hand-sanitizer.html to check it Hand soap in the washrooms Paper towels
Others	* Previous sheets/blankets are also prohibited, use new ones (coated surface cover) or ask patients to use their cloths on top ** paper towel for face pad, eye and wiping as usual and for washroom *** wrap card machine to protect buttons from direct touch and easy to clean up

THERAPIST INFECTION CONTROL PRACTICES

From a risk management perspective Shiatsu treatment takes place in an enclosed space where the therapist and patient are unable to socially distance for times that can range from 15 minutes to 120 minutes. Further cross transmission is a risk given that our therapists will interact with a number of patients in a day. It is essential that health care workers are kept healthy, safe, and able to perform their work in providing care and service in all settings. Here are the following requirements.

TREATMENT AREA

All clutter, decorations, and items that cannot be washed/wiped and sanitized are removed from the treatment area. It means all previous sheets and Tenugui are also removed, so we install new items with washable/disposable material.

Every surface that the therapist or the patient touches needs to be cleaned and sanitized between every treatment. This includes pillow, bolster, face pad, the treatment table (surface and table legs near the face rest), desks, chairs, light switches, etc.

CLEANING PROCEDURE

Locate a cleaner/disinfection product in the treatment area (Sani Hands/Lemon Tree). Further double check any safety precautions around the cleaner, have enough supplies such as paper towels for each day and ensure adequate ventilation while you clean.

Safe practice as always mandates frequent and proper hand washing between every patient: this means after Shiatsu treatment, before touching a patient, after you cough, sneeze or touch your face, after using chemicals, and after touching any other items and surfaces within the clinic.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Social distancing cannot be upheld during a Shiatsu treatment. PPE is in short supply even for those on the front line and we cannot create competition for those items. Additionally, some insurers will require that the following items are **required OR recommended OR unnecessary** for use in Shiatsu practice:

- **Required:** masks (provided by company/yourself)
- **Recommended:** Safety glasses/goggles for the therapist (provided by yourself)
- **Unnecessary** Gloves*

* Note: Gloves do not offer any protection over regular and rigorous handwashing that is typical of Shiatsu practice. <https://www.canada.ca/en/health-canada/services/video/personal-protective-equipment-lower-risk-exposure.html>
NOTE: As Shiatsu therapist, our PPE is different and trained monitors are unnecessary in our setting. This video is for purposes of understanding the principles only.

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 surfaces in the treatment area.

Therapists who work by moving between treatment area to treat patients simultaneously will not be able to do so to avoid cross transmission.

FACILITY PRACTICES

To promote social distancing in our clinic patients will be asked to remain in their car or outside of our clinic until five minutes prior to the start of their appointment. Markers will be placed on the floor delineating spaces that are 2 meters apart. Our waiting area will be closed.

Clutter will be minimized in the clinic (e.g. no magazines, books, or children's toys) and all items that cannot be washed are removed (e.g. Fabric upholstered waiting room chairs).

Signage will be placed at the front door asking patients to not enter the clinic if they have any of the signs, symptoms or travel risks associated with COVID-19.

A hand sanitization station is available at reception area.

RECEPTION

Installing an acrylic shield to separate reception from patients. Answering the questions or quick consultation must be done between an acrylic shield.

We do **NOT accept cash** for a while, **accept VISA/Mastercard/Interac** for all transaction. We must clean up the card machine with alcoholic sanitizer each transaction.

Therapists ask the patient COVID-19 screening questions when patients come for appointments or sign-up as walk-in. Even if patients already booked through online and agreed with waiver which includes screening questions.

WASHROOMS

Hand washing signs are encouraged in all Washrooms. Use touchless trash receptacles, soap dispensers and paper towel dispensers. Washrooms should be more thoroughly cleaned twice per day with common contact points wiped down each time a therapist uses the washroom to wash their own hands.

Handwashing sign: http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf

COMMON AREAS

Social distancing applies to co-workers. Encourage to have therapists' lunches in their own offices cleaning and disinfecting both before and afterwards.

CLINIC CLEANING SCHEDULE

Surfaces that are frequently touched are most likely to be contaminated. These include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops and electronics.

All common touch areas of the clinic are cleaned and sanitized frequently. Paper towels and cleaning wipes need to be properly disposed of between every use. Remove trash each day and reline the receptacles before leaving work.

When a therapist goes home sick have a protocol for ensure that their work area is cleaned and disinfected.

WAIVER FOR COMPANY

Please read/understand this guideline as your knowledge and make our safety operation a top priority.

1. I understand JSC guideline for COVID-19 above
2. I agree to follow JSC guideline for COVID-19 above
3. JSC guideline for COVID-19 will be subjected to change/update
4. I agree to help updating JSC guideline for COVID-19 with your ideas