

COVID-19 INFORMATION

RELAUNCH CONSIDERATIONS

To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 14 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

Guidelines:

Distancing Measures

Considerations: *How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?*

Hillhurst Healing Arts Inc. Is a home-based massage therapy clinic. Only one client is at the business site at one time.

Due to the nature of massage, therapist and client are unable to maintain physical distancing, and for that reason, both the client and the therapist are required to wear a mask. Clients are allowed to bring their own reusable or disposable mask to use, but there are also disposable, single-use masks available for clients.

Cleaning

Considerations: *How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?*

Environmental Cleaning and Disinfection

This is a list of the main cleaning and prevention measures that I have in place. There are no employees; I am the only massage therapist.

- Changes have been made to reduce touch surfaces and to simplify cleaning and disinfection between clients:
 - All high-touch items that cannot be easily cleaned and most decorative items have been removed;
 - Protective coverings have been added to remove extra horizontal surfaces (window ledges and bathroom door) and to facilitate disinfection;
 - Automatic dispensers have been purchased for foaming hand soap and for hand sanitizers (there will also be some manual-pump hand sanitizers installed outside);
 - A small HEPA filter with UVC has been purchased for use in the clinic room;
 - A privacy drape has been added to the clinic entrance to create a physical barrier between the clinic and my personal living space (see below for cleaning concerns regarding drapes and carpeting on the stairs)
- All linens (sheets, blankets, face cradle covers, towels, hand towels) that are used or set out for a client treatment are laundered on the highest temperature possible for both washing and drying. All other linens are now kept in a protected, enclosed space. Silicone cups used in a treatment will be fully laundered with the treatment linens, then further disinfected and isolated for 72 hours;
- All frequently touched surfaces and any equipment used during treatment will be cleaned and disinfected immediately following each client visit. This includes tables, chairs, counters, pens, shelves, door handles, light switches, door knobs, hand rails, gate handles, all product containers, all treatment tools and equipment, dispensers, and bathroom surfaces (sink, faucet, toilet, countertop, shelves, dispensers, etc.);
- **Disinfectant:** All health service providers are required to disinfect frequently touched surfaces using a hard surface disinfectant that has been issued a Drug Identification Number (DIN) by Health Canada. This has been the most challenging item to secure. I have put a lot of time into researching, sourcing and securing a safe, non-toxic, botanical and essential oil based hospital grade disinfectant that has been approved by Health Canada and EPA registered to kill over 99.99% of bacteria within 30 seconds: [DIN 02342111](#) and [DIN 02415046](#). COVID-19 related manufacturer publication [here](#) and allergy and safety info [here](#).

Continued on next page.

RELAUNCH CONSIDERATIONS

Cleaning continued:

- Single-use fabric hand towels for client and therapist use will be set out specifically for each client visit (the same towels used previously). ALL hand towels set out will be laundered after each client visit, regardless of use. I believe this is a much more hygienic practice than disposable paper towels that can absorb droplets. As always, I will not have communal rolls of disposable paper towels available;
- Small, individually wrapped, personal packets of tissues are available on request (unopened and stored in an enclosed space), but the use of a communal tissue box has been discontinued;
- Items that will be reused such as pens, clipboards, oil dispensers, massage tools (cups) and toilet rolls will be rotated between clients, exposed to UVC for 30 minutes and isolated in an isolation box (one box per day) for 72 hours before being redeployed. All chart notes and patient files for each day will also rest in the 72 hour isolation box before being re-filed;
- Floors will be mopped with disinfectant.
- The clinic treatment room, washroom and clinic entrance way will be exposed to 30 minutes of UVC light following each client visit. This will help to further reduce pathogens on the floors, walls, fabrics and within the air.

Screening for Symptoms

Considerations: How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?

At each booking and treatment visit, clients are asked if their job requires them to wear Personal Protective Equipment (PPE), if they are currently experiencing COVID-19 symptoms and they are required to sign an attestation at each appointment. AHS 'Do Not Enter' signs are posted at the door.

There are no fees for any cancellations relating to COVID-19 symptoms or exposure, but clients are encouraged to provide as much notice as they can.

Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?

Due to the nature of massage, therapist and client are unable to maintain physical distancing, and for that reason, both the client and the therapist are both required to wear a mask during treatment. Single-use, disposable face masks are provided if the client doesn't have their own.

In addition, the therapist will wear safety goggles and will shower and change clothing between appointments.

Responsibilities

Considerations: Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?

All COVID-19 considerations and precautions are the responsibility of the massage therapist, there are no other employees.

Owner/Manager: FBrowning

Date: June 23rd, 2020