

1. Self-assess for symptoms and return when healthy: For clients, RMTs, and clinic staff

REQUIRED

PRE-SCREENING – PRIOR TO ARRIVAL

- Clients must be informed about the new procedures you've implemented, before or at the time of booking an appointment.
- Informing your clients includes advising them prior to arrival at your practice about options for use of personal protective equipment including masks ([PPE, see #6, below](#)), and your rationale. If they wish to use a mask and have one, ask them to bring a clean mask with them and wear it when they arrive.
- At the outset, it is your responsibility to advise your client that informed consent is required. This includes ensuring that your client understands that while you've taken measures to minimize risk of viral transmission, the nature of massage therapy means that physical distancing is not possible in the treatment room.
- Thorough and honest pre-screening for [symptoms of COVID-19](#) must be completed, including information about recent travel.
- Clients must confirm they have not travelled outside British Columbia in the previous 14 days.
- One day prior to client's appointment, email clients to have them complete [BC COVID-19 self-assessment tool](#).
- RMT and clinic staff must use the [BC COVID-19 self-assessment tool](#) daily, and stay home/cancel appointments if experiencing COVID-19 symptoms.
- Clients at greater risk: take additional precautions, discuss alternatives for care, postpone treatment – explore options. RMTs may provide massage therapy when the client

and therapist agree that the benefits of care delivery outweigh the risk to the patient.

- Clients who are health care workers (HCW) who have been exposed to clients with COVID-19: RMTs have the discretion of providing treatment to health care workers who may have been exposed to COVID-19. In making the determination to treat or not, consult the risk assessment tool offered here: [BCCDC's Exposures and return to work for health care workers](#). If the HCW falls into the No Risk category, treatment can be provided. If the HCW falls into the Low Risk category, treatment can be provided, but ask them to wear a surgical mask.
- Your cancellation policy should be relaxed to ensure honesty and compliance with pre-screening questions.

SCREENING UPON ARRIVAL

- Upon client's arrival, I will check in with you regarding COVID-19 symptoms.
- I will cancel the treatment if patient doesn't meet the pre-screening criteria on physical presentation at the practice environment.

2. Physical Distancing

REQUIRED

RECEPTION / entry

- Clearly-understood distancing protocols – staff, RMT and client must maintain 2 metres / 6 feet of distance in clinic areas other than the treatment room, as best as possible within the practice setting.
- Reduce traffic through staggered appointment start- and end- times.

- Client must arrive unaccompanied unless client is a minor who requires parent/guardian, or infirm and needs assistance (see recommended protocol, below).
- Client is required to wait outside (in their car, or an area suggested by RMT or clinic staff) and only come in when it's time to enter.

TREATMENT ROOM

- It is not possible to maintain physical distancing in the treatment room.
- Pre-screening, physical distancing, hand hygiene, and enhanced cleaning help reduce the risk of transmission, and enable return to practice while minimizing risk of harm.

WASHROOM FOR CLIENT USE

- if possible, take care of washroom needs before coming to your appointment. There is a washroom in the building but the hygiene, sanitation, and distancing is out of my control.

ELEVATORS/STAIRS/OTHER, IF USED TO ACCESS CLINIC

- There is signage in the elevator, please pay attention to it, the hygiene, sanitation, and distancing is out of my control.

3. Hand Hygiene

REQUIRED

RECEPTION / ENTRY

- Client washes hands upon entry with soap and water for at least 20 seconds, followed by thorough drying – must be done on arrival into and departure from the clinic.
- If soap and water are not available, provide sanitation station with alcohol-based hand rubs for client's use on arrival and prior to departure.

- If hands are visibly soiled, they must be cleaned with soap and water as opposed to using alcohol-based hand rub. RMT must wash hands often, using soap and water for a minimum of 20 seconds each time.
- Hand-washing protocols are posted visibly in reception area and at sinks (including bathroom for client's use if applicable).

- **IN THE TREATMENT ROOM**
- RMT opens the door to the treatment room and allows client to enter, using hand towel/sanitized barrier as needed, and washing hands as appropriate.
- Door opening and closing during- and at the end of treatment as needed, RMT attends to hand sanitization as needed for self and/or client.
- Hand washing/drying and sanitization options should be available for RMT and client.
- Hand washing should occur before and after treatment (both RMT and client).
- Both the patient and the therapist will wear masks during the treatment.
- Perform hand hygiene prior to donning and immediately following doffing of the mask.
 - Avoid touching or adjusting the mask while in use.
- Payment occurs in the treatment room, a wireless point of sale system with tap feature may be used or arrange e-transfer for payment. Receipt is emailed to client.
- Attach safety posters from BC Centre for Disease Control next to sink, setting out proper hand-washing guidelines (soap and water, 20 seconds washing, and dry hands thoroughly).

4. Face Touching Avoidance – e.g., avoid touching eyes, mouth, nose

REQUIRED

- Share information about the reason for ‘no face touching’; coronavirus can be spread by touch if a person has used their hand/s to cover a cough or a sneeze.
- Suggest clients use a tissue if an itch must be addressed.
- Tissues must be available for client’s use in reception, treatment room, washroom.
- RMT must discuss use of masks by RMT and/or by client, as well as the need to sanitize hands before and after touching a mask, if used.
- RMT makes use of hand towel or tissue to touch or scratch face, or to sneeze into.

5. Enhanced Cleaning

REQUIRED

- Training for therapists and staff in sanitation processes.
- Clean visibly soiled surfaces followed by disinfection.
- Clean and disinfect all high-touch surfaces in between clients, regardless of appearance.
- Linens (including blankets) must be single use only, then laundered in hot soapy water.
- Frequently clean and disinfect common areas and high touch surfaces, at least twice a day, e.g. light switches, window coverings, cell phones, tablets, chairs, stools, table surfaces.
- Remove all clutter, fabric furnishings and decorations that cannot be sanitized after touch.
- Frequently clean and disinfect (at least three times per day, more if possible):

- handles: doors, cabinets, faucets, fridge, microwave, etc.
- electronic device keyboards and mice, phones,
- arm rests of chairs,
- desk and table surfaces,
- water cooler.
- Schedule additional time between patients to thoroughly clean treatment room.
- Sanitize the treatment table and table adjustment levers after each treatment.
- Clean equipment and supplies (table levers, lotion bottles, etc.) immediately after each client.
- Cease use of thermophores (reconsider all hydrotherapy supplies and discontinue use of thermal agents that cannot be sanitized).
- Attach [Cleaning and Disinfectants for Clinic Settings poster](#) from the BC Centre for Disease Control in reception area, washroom for client use, treatment room.

6. Personal Protective Equipment (PPE)

CMTBC does not mandate or require use of PPE, including mask use. The RMT may decide whether to wear a mask or to require mask use by a client.

REQUIRED

- RMTs are reminded that, even if a decision is made to use masks or other PPE, all other protective measures (hand hygiene, enhanced cleaning) remain critically important and cannot be relaxed.
- The RMT must have cloth or paper/disposable masks available for client's use if requested, and for RMT's use if client requests it. Alternatively, the client may bring their own clean cloth mask.

- If a client chooses to wear a mask, RMT must accommodate that choice and adjust treatment positioning as appropriate if needed.
- The RMT may require clients to wear masks, and may refuse to treat clients who will not wear a mask provided that (1) this is communicated to the client in advance of the appointment; and (2) the RMT considers accommodations or provides alternatives for clients who are unable to wear masks.
- Cloth masks must be laundered following each use.
- Disposable masks must be discarded following use.
- Donning and doffing mask: wash hands with soap and water or sanitize using an alcohol-based hand rub prior to putting on a mask, prior to taking off a mask, and after disposing of a mask in the laundry or garbage (cloth or paper/disposable).