

# Welcome Back

Gold Medal Health Center

Re-Opening Plan: June 1<sup>st</sup>, 2020

*Your Health,  
We Care!*



**GOLD MEDAL**  
Health Center

# 1. SELF ASSESSMENT

## a. Therapists and Staff:

- ❖ Both therapists, and staff are required to inform the Management Team regarding any sickness or COVID-19 like symptoms. We will be asking our staff members to stay home for at least 14 days if they are experiencing **fever, chills, cough, shortness of breath, sore throat, and loss of sense of smell.**

## b. Patients and Clients:

- ❖ Complete the COVID 19 Self-screening questions, before coming to the clinic. <https://bc.thrive.health/covid19/en>
- ✓ *If you answer "YES" to any of the questions, please do not come to the clinic. Call us immediately @ Richmond: 604-303-8889/Surrey: 604-589-8889*
- ❖ We will **CANCEL** any upcoming appointments for 14 days as a preventative measure.
- ❖ Patients are still required to give us a 24 hours cancellation notice, but the cancellation charge will not be charged at this time.



**CORONAVIRUS (COVID-19)**

**SYMPTOMS**



FEVER



COUGH



SHORTNESS  
OF BREATH



SORE THROAT



HEADACHE

## 2. P.P.E. (PERSONAL PROTECTIVE EQUIPMENT)

### a. Staff:

- ❖ All staff will be required to wear **GOLVES**, and a **MASK** throughout the whole shift, and an additional **FACE SHIELD** will be provided to use.
- ❖ A **PLEXIGLASS SHIELD** will be installed at each location to create the barrier to prevent sneeze and cough between the patients and front desk.
- ❖ Hand sanitizer, alcohol based spray, and anti-bacteria soap will be available to all staff. We recommend to wash the hands continually throughout the day.

### b. Therapist:

- ❖ All therapists are encouraged to wear **GLOVES**, **FACE SHIELD**, a **MASK** and **SCRUBS (optional)** while in direct contact with the patients and fellow co-workers at clinic.
- ❖ A washing station is available in each treating room for therapist to use before and after the treatment.
- ❖ Hand sanitizer, alcohol based spray, and anti-bacteria soap will be available to all Therapists. We recommend to wash the hands continually throughout the day.

### c. Patients/Clients:

- ❖ Masks are **MONDATORY** for patients at clinic. If a patient/client does not have a covering mask, the clinic will provide one at for a small fee to charge.
- ❖ Hand sanitizer and hand washing station will be available to use at front desk and treating rooms.



### 3. PHYSICAL DISTANCING



#### a. Check-in process

- ❖ Upon arrival, **PATIENTS/CLIENTS** will be required to
- ✓ Check the body temperature at the front desk. **NOT GREATER** than 37.5°C.
- ✓ Follow the social distancing of 2 meters(6ft) markers, arrows, signage.
- ✓ No sitting spaces will be offered at waiting area.
- ✓ No beverages will be available at this time, please be hydrated prior to your treatment.
- ✓ Public washrooms are closed. Please use your home washroom prior to visiting the clinic.
- ✓ A maximum of Two(2) people are allowed to stand at waiting area.
- ✓ Do not use the elevator unless its necessary at Richmond location.
- ✓ Please do not bring anyone else to the clinic with you, unless pre-approved.
- ✓ Please also leave unnecessary personal items such as water bottle in your vehicle or at home but do bring shorts or appropriate clothing for your session with you.
- ✓ Please remain in your car or outside the clinic until the receptionist phone you to enter the clinic just prior to your appointment. If you have a mask, now would be the time to put it on.
- ✓ Wash or hand sanitized your hands before touching the doors.

## b. Room Distancing

- ❖ At arrival, **PATIENTS/CLIENTS** will be guided into the sanitized treating room by the therapist to wash your hands with anti-bacterial soap for not less than 20 seconds first, and then complete the paperwork as needed.
- ✓ Keep the social distancing space in between the foot reflexology clients in the treating area.
- ✓ Therapist are required to open/close the door before, during, and after the treatment. Use a disinfected wipe or hand sanitized barrier to touch the doors.
- ❖ In an effort to address venue capacity, social distancing, and limited exposure, the **THERAPISTS** will:
  - ✓ Have a 15 mins difference with the the therapist working next door from arranged schedule.
  - ✓ Have a 10 mins break in between appointments for Physiotherapy, RMT, Acupuncture, Non-RMT Massage, and Foot Reflexology (used for charting and thorough sanitizations).
  - ✓ Therapists with gaps in their schedule are kindly asked to either remain in the assigned treating room or in the staff room.
  - ✓ The staff room will be limited to its capacity where can keep 2 meters social distancing from each other.
  - ✓ All supplies must be available in each treating room prior to start.



### c. Treatment Room Sanitization Protocol

- ❖ Therapists and Admins will be expected to:
- ✓ Wash your hands for 20 seconds with anti-bacterial soap, then wear a pair of gloves and a mask before starting the sanitization protocol.
- ✓ Begin the sanitization process by using disinfect sprays or wipes to thoroughly disinfect all surfaces that were or will be in contact with any patients, this includes equipment machines, door handles, tables, chairs, etc.
- ✓ Dispose of gloves used to treat patients (skin contact).
- ✓ Therapists are kindly asked to place all used linens in the laundry basket that will be washed on site.
- ✓ Before the end of your shift, repeat the sanitization process, and wash your hands all the way to your elbows for 20 seconds with soap.
- ✓ Avoid making continuous trips to the front desk, staff room, and supply areas. Plan ahead for the rest of your shift and keep your social distance with other fellow co-workers.



## 4. STAFFING

- ❖ Depending on the size and capacity of each clinic, staffing numbers will vary. Our commitment to our staff members is to ensure we provide them with a safe, and socially distanced work environment.
- ❖ Therefore, returning staff will be limited per clinic. Only one(1) admin will be located at the front desk.
- ❖ Staff members are asked to follow all protocols and procedures accordingly.



## 5. ENHANCED SAFETY AND CLEANING PROTOCOL

### ❖ Clinic Sanitization Protocol (All Clinics)

- ✓ Wash hands with anti-bacterial soap for no less than 20 seconds.
- ✓ Wear gloves, a mask, and other P.P.E. throughout the whole shift.
- ✓ Thoroughly clean before opening the clinic to the public. The sanitization process must include all surfaces such as floors, door handles, entry glass door, chairs, tables, counters, phones, and plexiglass shield must be wiped down thoroughly with an disinfect spray or wipes.
- ✓ Fully stock all treatment rooms with all supplies necessary for the day, including linens, oils, sanitizing equipment.
- ✓ Efficiently wash and dry the linens.
- ✓ Frequently sanitize all surfaces, chairs, machines, foot bath buckets, and other equipment tools throughout the day.
- ✓ Promptly help patients learn and comply with our protocols.
- ✓ Cancel any patients showing COVID-19 like symptoms.
- ✓ Maintain a high standard of commitment to maintaining all safety and sanitizing protocols.
- ✓ Practice 2 meters social distancing with each other fellow co-workers.





## 6. BOOKINGS/OPERATING HOURS

An orange rounded rectangular button with a white calendar icon on the left and the text "Schedule an Appointment" in white on the right.

Schedule an Appointment

### ❖ Bookings and payment

- ✓ Patients/clients will be encouraged to book their appointments via both **online or over the phone**. Taking this approach will ensure we decrease the number of patients/clients at the front desk and waiting area, limit the length of exposure, and offer a more efficient, comfortable, and safe customer service to our patients.
- ✓ We ask the patients/clients to book the continuing appointments either in advance or through the phone or email after the each treatment.
- ✓ Upon arrival, any outstanding balance must be paid or prepaid before proceeding the treatment in order to avoid the crowd at the end of the treatment.

### ❖ Operating Hours has changed

- ✓ During this pandemic time, our new operating hours will be Mon-Sun, from 10:00am to 7:00pm. We will be continually monitoring the safety and efficiency for all our teams and patients/clients.