

# Office Policy and Procedures for Infection Prevention and Control

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## Introduction

The intent of this document is to provide direction and structure for the safe operation of our office and for chiropractic care to be delivered to all clients.

As regulated health professionals, we are required to follow directives and guidance from the Ministry of Health, Public Health Ontario, the Chief Medical Office of Health and other authoritative bodies.

We are committed to prioritizing the safety of our clients and staff and are trained in appropriate practices related to client interactions, hygiene and cleaning and disinfection to ensure the safety of everyone who visits our office.

## Overview of Interaction with Clients

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## 1. Screening Procedures

All practitioners, staff and clients are asked to self-monitor for COVID-19 symptoms and when necessary, complete the [Ontario COVID-19 Self-Assessment](#) prior to attending our office.

### (a) Active Screening

#### Initial Assessments and New Clients

- Prior to their initial visit in the office new clients are asked to complete the [Ontario COVID-19 Self-Assessment](#) and submit their results via email.
- During the initial visit, the practitioner will emphasize the importance of continued self-monitoring for symptoms of COVID-19.

#### Regular Visits

- Existing clients are asked to self-monitor for symptoms of COVID-19 and are referred to the [Ontario COVID-19 Self-Assessment](#) for further guidance.

### (b) Passive Screening

- Appropriate signage is mounted in reception at locations that are immediately visible to those entering the office. (See Appendix A – [Ontario Self-Assessment via QR Code](#) and [Appendix B – COVID-19 Symptoms](#))
- Screening messages are communicated on office websites.

### (c) Positive Screening Results

If a practitioner, staff or client screens positive through either self-monitoring for COVID-19 symptoms or the [Ontario COVID-19 Self-Assessment](#), they should self-isolate according to the direction provided in the [Management of Cases and Contacts of COVID-19 in Ontario](#).

If a practitioner encounters a client who exhibits signs and symptoms consistent with the COVID-19, the practitioner must:

- Establish and maintain a safe distance of two metres;
- Separate the client from others in the clinic;
- Explain the concern to the client that they are symptomatic, discontinue treatment and reschedule the appointment;
- Advise the client to self-isolate according to the [Management of Cases and Contacts of COVID-19 in Ontario](#); and
- Clean and disinfect the practice area immediately.

Practitioners will not attempt a differential diagnosis of clients who present signs and symptoms of COVID-19.

Please note: screening positive is not equivalent to a confirmed diagnosis of COVID-19.

## Reservation Fees

Under normal circumstances our Office Appointment and Scheduling Policy will apply as usual. Clients are responsible to complete their own self-assessment prior to leaving for their appointment. If a client's self-assessment during the 24 hours prior to their appointment prevents them from attending our office as scheduled, we will waive the usual reservation fee. We will conduct active screening prior to all client interactions. If a client screens positive in our active screening process the usual reservation fee will apply.

## 2. Conducting In-Person Appointments

### (a) Ventilation

During office hours the fan on our HVAC system is operating continuously to filter and circulate the air we breathe.

### (b) Physical Distancing

Practitioners, staff, clients and other individuals should remain **two meters** away from each other within the office whenever possible, including in:

- waiting areas,
- transition areas and hallways,
- reception and payment areas, and
- clinical areas.

### Contactless Payment & Email Receipts

Clients are encouraged to use credit card or debit cards for payment. We are limiting contact by allowing clients to scan/tap/swipe their own credits cards and minimize the exchange of paper whenever possible (e.g., use email receipts).

### (c) Hygiene

Hand hygiene is an effective way of preventing the transmission of infections to clients and practitioners in our office. All practitioners are well educated in proper hand hygiene practices. Practitioners and will wash their hands with soap and water or hand sanitizer under the following circumstances:

- after arriving and entering the clinic
- before retrieving a facecloth for a clients table
- before and after use of diagnostic or therapeutic equipment
- before and after changing a mask or other Personal Protective Equipment
- before and after leaving the clinic
- when hands are visibly soiled
- before and after cleaning/disinfection procedures

Practitioners and clients should avoid touching their faces and practice respiratory etiquette by coughing or sneezing into their elbow or covering coughs and sneezes with a facial tissue and disposing of the tissue immediately. When contact with the face or a tissue is made, hand hygiene will occur before resuming any activities in the clinic environment.

Hand sanitizer is available throughout the premises.

Please see the following resources for [hand washing directives](#) from Public Health Ontario.

## **(d) Use of Personal Protective Equipment (PPE)**

### **Facemasks**

Mandatory masking in most health care settings was removed as of June 11, 2022.

#### **Practitioners and Staff**

In general, practitioners and staff will no longer be wearing a facemask however clients may request that their practitioner wear a facemask during their visit.

#### **Clients**

Clients are not required to wear a facemask. Clients are welcome to wear a facemask if they wish.

#### **Donning and doffing of masks**

The following procedures should be followed for donning and doffing masks:

Donning mask:

1. Perform hand hygiene.
2. Put on mask. Secure ties to head or elastic loops behind ears. Mould the flexible band to the bridge of nose (if applicable). Ensure snug fit to face and below chin with no gaping or venting.

Doffing mask:

1. Perform hand hygiene.
2. Carefully remove mask by bending forward slightly, touching only the ties or elastic loops. Undo the bottom tie first and then undo the top tie. Discard the mask in the garbage.
3. Perform hand hygiene.

Practitioners and clients should be aware of and follow the proper donning, doffing and use of PPE, specifically masks. Practitioners should review and apply the resources from Public Health Ontario related to the use of masks. One mask may be used for multiple clients and an entire shift, but must be discarded and replaced when wet, damaged or soiled, exposed to bodily fluids, when taking a break and at the end of the day. The use of PPE must be precise and ordered to limit the spread of COVID-19.

### (e) Cleaning and Disinfection

Any areas or equipment that clients occupy are cleaned and disinfected regularly, particularly high touch surfaces.

#### **Products**

- We use only cleaning and disinfecting products that are effective against COVID-19 and which have been approved for use in healthcare settings by Health Canada.
- For cleaning and disinfecting we use a Healthcare Hydrogen Peroxide Cleaner Disinfectant (Spray) [1.67% Hydrogen Peroxide Solution] and a microfibre cloth.

#### **Frequency**

- Every chiropractic table is cleaned and disinfected prior to each use. Client appointments are scheduled to allow time for proper cleaning and disinfection in the office.
- We have established a regular schedule for periodic environmental cleaning.

#### **Headrest Facecloths**

- Headrest coverings that are used in the clinic, must be laundered in hot water (above 60 degrees Celsius).

## 3. Guidance for Practitioners & Staff

All practitioners and staff are required to self-monitor for COVID-19 symptoms and when necessary, complete the [Ontario COVID-19 Self-Assessment](#) prior to attending our office.

If a practitioner or staff screens positive through either self-monitoring for COVID-19 symptoms or the [Ontario COVID-19 Self-Assessment](#), they will self-isolate according to the direction provided in the [Management of Cases and Contacts of COVID-19 in Ontario](#).