

CREATIVE WELLNESS PANDEMIC PROTOCOL

Protocol will be updated as necessary

Updated 7/7/20

CENTER

1. Creative Wellness will open incrementally in compliance with the Executive Order of Michigan and follow recommendations from the Michigan Association of Chiropractors, American Massage Therapy Association, OSHA and the State of Michigan.
2. The center has been deep cleaned and sanitized.
3. All seating now has wipeable fabric or covering.
4. Self-service water stations have been discontinued.
5. HEPA-13 air purifiers will be used in the center, furnace filters were changed to HEPA filters and windows will be opened between sessions when possible.
6. Highly vulnerable patients, including the elderly and those with chronic conditions have the option to schedule an appointment during special hours.
7. Time has been added between appointments so sanitization can be conducted after each client including:
 - a. Treatment room door
 - b. Seat in which client sat
 - c. Counters
 - d. Door knobs/handles
 - e. Treatment table including face cradle and bolster if used
 - f. Lotion/oil bottles
 - g. Pens
 - h. Plexiglass barrier
8. When an employee is identified with a confirmed case of COVID-19 we will:
 - a. Immediately notify the Ingham County Health Department, and
 - b. Within 24 hours, notify any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19
9. We will allow employees with a confirmed or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the latest guidelines from the Centers for Disease Control and Prevention ("CDC") and they are released from any quarantine or isolation by the Ingham County Health Department.

CLIENTS

1. If you or someone in your household is sick, you have been exposed to someone outside your household who is sick, or are showing symptoms of COVID-19, stay home. If you cancel less than 24 hours prior to your appointment due to sickness, no fee will be charged.
2. All clients will be screened by phone prior to in-person appointments.

- a. Have you had any signs or symptoms of a fever in the past 24 hours such as chills, sweats, felt 'feverish' or had a temperature that was elevated for you? 100.4 or greater?
 - b. Are you experiencing any of the following symptoms?
 - i. New or Worsening Cough?
 - ii. Atypical Shortness of Breath or Chest Tightness
 - iii. New or Worsening Sore Throat
 - iv. Diarrhea (unless due to a known cause)
 - v. Have you experienced any loss of taste or smell?
 - c. Have you been diagnosed with COVID?
 - d. Have you been in contact recently with known or suspected COVID within the last 2 weeks?
 - e. Have you traveled to any geographic areas that are considered COVID hotspots within the past 10 days?
 - f. Can you exercise to get your heart rate and respiratory rate up without any problem?
 - g. Have you had a new onset of muscle aches and pain since the emergence of the virus?
 - h. Have you seen any new marks, rashes, spots, bumps, or other lesions on your skin?
3. All clients will be required to wear a face mask that fully covers the mouth and nose. We encourage you to bring your own, but if you don't have one, we will provide one for you.
 4. Only clients will be allowed in the center unless the client must be accompanied by a caregiver.
 5. Please wait in your car for your appointment. Our door will be locked while we sanitize between patients.
 - a. Call when you arrive.
 - b. We will conduct a COVID-19 screening at your car window. Temperature will be taken with a non-contact infrared thermometer.
 6. We will hold the door for you, decreasing your exposure to public surfaces.
 7. Once you enter the center, please use the provided hand sanitizer.
 8. You will be guided to the treatment room and instructed how to proceed with the session including where to place clothing.
 9. Please use the provided hand sanitizer before exiting the treatment room.
 10. We encourage contactless pay, please pay for your appointment when you book.
 11. If you would like an item from our shop, please ask us to get it for you.
 12. As we incrementally return to normal service hours, our hours may look different temporarily, but we are always just a phone call away. Please let us know if you need us to extend our hours for your care.

STAFF

1. Staff working in the center will be limited until further notice.
2. All staff will be required to wear face masks in shared spaces at all times, including during in-person meetings and in restrooms and hallways.
3. Staff will practice social distancing while in the center with the exception that the distance between the client and massage therapist, chiropractor, or acupuncturist may be less than six feet.
4. Staff will perform daily symptom assessment. Temperatures will be taken before each shift. Any staff exhibiting symptoms will be required to stay home.
5. Staff will have shoes designated for work or will sanitize shoes before and after each shift.
6. Staff will follow proper Pandemic Protocol.
7. Staff will complete both the CDC hand washing and sanitation training.

FRONT DESK

1. At the beginning of each day work areas will be cleaned with soap and water.
2. Beginning and end of each shift sanitize
 - a. Computers
 - i. Monitor
 - ii. Mouse
 - iii. Keyboard
 - b. Chairs and chair arms
 - c. Desks
 - d. Counters
 - e. Plexiglass barrier
 - f. Pens - Staff members use their own pen
 - g. Phones
 - h. Credit card machines
 - i. Wipe door knobs/levers
 - j. Light switches
 - k. Sanitizer bottles
3. After each client sanitize
 - a. Door knobs/levers
 - b. Plexiglass barrier
 - c. Counters
 - d. Pens
 - e. Sanitizer pump
 - f. Folding table
 - g. Bathroom, if used

4. Bathroom
 - a. Door knobs/levers
 - b. Faucets
 - c. Soap and paper towel levers
 - d. Toilet handle and lid
 - e. Toilet paper dispenser
 - f. Sink
5. Properly dispose of used face mask if the client did not bring their own.
6. Wash hands up to the elbows for at least 20 seconds
7. End of day deep clean
 - a. Bathrooms
 - i. Mop floor
 - ii. Walls around the toilet
 - iii. Doors should be left open overnight to allow ventilation
 - b. Hallway walls
 - c. Stairway handrails
 - d. Vacuum the entire carpeted space (with mask on and when no people are in the space)

PRACTITIONERS

1. All practitioners must wear
 - a. Face mask
 - b. Face shield or goggles in addition to the face mask during services that require a client to remove their face mask.
2. Turn on the air purifier and keep it running until the end of shift.
3. The first practitioner to use the treatment room each day will clean the work area with soap and water. This includes:
 - a. Counters
 - b. Windowsills
 - c. Knobs/handles
 - d. Seats
4. Directly before and after each client - hands must be washed thoroughly, up to the elbows, for at least 20 seconds.
5. While patients/clients are prone, drape a pillowcase under the face cradle to contain the droplets which are commonly dispersed as patients can't easily wear a mask prone. If they choose to wear the mask face down, there is no need for a pillowcase cover.
6. Before leaving the treatment room, remove gloves (if applicable), wash hands or apply a generous amount of hand sanitizer, and use a previously readied paper towel or disinfectant wipe to open and close the treatment room door while leaving the room.
7. After each client sanitize

- a. Door knobs/levers
 - b. Light switches
 - c. Seat in which client sat
 - d. Counters and windowsills
 - e. Massage or Chiro table including
 - i. Head rest
 - ii. Face cradle
 - iii. Vinyl pad
 - iv. Bolsters
 - f. Cabinet knobs, Hot Cabi knobs
 - g. Stool
 - h. Hangers/back of door
 - i. Lotion/oil bottles
 - j. Massage tools
 - k. Eye protection
 - l. Dispose of single-use materials
 - m. All linens replaced after each client (no linen stacking)
 - n. Open windows (if applicable)
8. To minimize the possibility of dispersing the virus through the air, do not shake dirty laundry.
 9. Remove all linens, blankets, towels, and face cradle covers; fold items in on themselves before putting in the laundry bin.
 10. Gloves may be worn when handling soiled laundry.
 11. Face masks should not be touched or adjusted unless the face covering has become soiled, damaged, or hard to breathe through and if so, a new face covering should be utilized.
 12. If using a shared computer, sanitize before and after each use
 - a. Monitor
 - b. Mouse
 - c. Keyboard
 - d. Desk
 - e. Chair
 13. The CDC recommends changing out of work clothes and work shoes into street clothes. Work clothes should be removed and contained for laundering, prior to entering the home environment. Staff will be provided a changing area so they are able to change into street clothes before leaving work.

OUTCALL PROCEDURE

1. Employees are required to perform a daily health screening prior to going to the outcall site.

2. Maintain accurate appointment record, including date and time of service, name of client, and contact information, to aid with contact tracing.
3. Limit direct interaction with clients by using electronic means of communication whenever possible.
4. Prior to entering the home, inquire with the client whether anyone in the household has been diagnosed with COVID-19, is experiencing symptoms of COVID-19, or has had close contact with someone who has been diagnosed with COVID-19. If so, the outcall must be rescheduled for a different time.
 - a. COVID-19 screening must be conducted for client and practitioner.
5. Limit the number of employees inside a home to the minimum number necessary to perform the work in a timely fashion.
6. Gloves should be worn when practical and disposed of in accordance with guidance from the CDC.