

OrthotiCare Clinics Inc.

With everyone's well-being as our primary concern, we have put in place a WorkSafeBC COVID-19 Safety Plan that includes important policies and procedures including, but not limited to, the measures below:

Public Health Measures: OrthotiCare Clinics Inc. is following BC Public Health measures and guidance provided by the BC Centre for Disease Control, BC Ministry of Health and Worksafe BC.

Administrative Measures: Our practice has policies and procedures in place for COVID-19 prevention. Our clinic staff are educated and trained in the implementation of preventative practical and administrative procedures. Signage is posted regarding screening questions for limited entry, physical distancing, hand washing and other protective measures. Patient management, scheduling, messaging and triage are being utilized.

Environmental Measures: Physical measures are in place to reduce the risk of exposure to COVID-19. Ventilation may also be used to exchange air. Physical measures include, but are not limited to, those listed below.

Limited Entry: Patients are being seen by appointment only. To respect physical distancing, we ask that patients arrive on time for their appointment, and not earlier, in order to avoid crossover of patients in the waiting area. We have scheduled extra time between each appointment to perform cleaning/disinfection of all touched surfaces and items. We ask that each patient attends their appointment alone, unless a parent or caregiver must also attend – in which case physical distancing will be required.

Screening for possible COVID-19 symptoms or exposure: Prior to appointments and clinic entry, our staff will ask you screening questions to determine if you are able to attend our clinic at this time.

You will be asked to reschedule to a later date if you:

- Have any of the following symptoms: fever, chills, new or worsening cough, shortness of breath, new muscle aches or head ache, sore throat
- Have travelled outside of Canada, or BC, within the last 14 days
- Are a close contact of a person who has tested positive for COVID-19, or is unwell and self-isolating or awaiting testing

All others who enter the clinic to attend an appointment will be asked to use hand sanitizer, or to wash their hands, upon entry to and exit from the clinic.

Glass barrier: Our Nanaimo clinic provides reception and administration services from behind a glass window barrier.

Physical distancing: Within our clinic spaces we require that a space of 2 m (6 feet) be maintained between persons. Our Certified Orthotist maintains physical distancing as much as is possible while providing orthotic care. He also wears personal protective equipment (PPE) for protection while providing orthotic treatment.

Consent, Information Collection, Payment Processing: Important administrative processes will be handled by providing cleaned equipment (pen, clipboard and payment processing terminal). Our staff cleans handled items in between each patient seen at our clinic.

Increased sanitation: We have implemented sanitation protocols, which include - but are not limited to – requiring hand sanitizer use and hand-washing (upon entry/exit for patients and staff, and frequently for all staff), disinfecting handled surfaces and items in between patients, and cleaning and disinfecting our clinic spaces and surfaces with a bleach solution prior to and after each clinic day. Clinic spaces are cleaned and disinfected in accordance with the BCCDC's Environmental Cleaning and Disinfectants for Clinic Settings document.