

Movin' Mountains remains committed to protecting the health and safety of all our clients and our team. We will continue to execute the highest level of precaution, standards and safety. The following guidelines outline our new clinic operations, and all the procedures that have been implemented.

These guidelines have been developed using the following resources:

- Worksafe BC
- Professional Colleges of OT, PT, SLP, CC
- Public Health guidelines

1. Implemented Protocols

- Workplace policies ensuring that staff/clients are screened daily. Clients are screened at time of booking their appointment, and on the day of their appointment. Staff are screened on day of entering the building. If anyone exhibits signs of illness, they will not come into the building, will contact 811 for further guidance and will reschedule appointments to video. All daily screens are logged on google drive.
- Shift schedules to ensure limited capacity within the MM building
- Staff assigned specific treatment rooms per shift
- Physical distancing guides for entering and within MM
- Signage for updated protocol
- Hand washing signage for staff/clients
- Enhanced cleaning protocols of space, highly touched surfaces, bathrooms as per Worksafe BC guidelines and College recommendations.
- Treatment plans continue to involve a hybrid of in-person and video sessions to ensure safety
- Specific washrooms for clients and staff, and enhanced cleaning of spaces after each use – with log on cleaning times
- Use of Personal Protective Equipment for clients and staff. This may include masks, gloves, face shields, change of clothes, gowns – as per clinician's clinical judgement

First Level Protection (elimination)

- Limited capacity (waiting are removed / only clients necessary to join in appointment session)
- Shift schedules of staff and clients in the space on any given day
- Staggered and strategic appointment times to minimize client cross-over and contact, and enhanced cleaning of spaces after each appointment
- Guide markers at entrance, stairway and throughout space to maintain 2m/6ft between clients
- Clients to wait until their appointment before entering the space, and only bring the essentials in with them. Staff member will open the door and welcome them into the space and directly into their treatment room to limit congregation in communal areas.

Second Level Protection (engineering)

- Plexiglass barrier installed at reception area to protect staff & clients
- Updated cleaning protocols as per Worksafe BC, which includes full cleaning twice a day (noon and end of day), as well as regular cleaning of highly touched surfaces in between each client and throughout the day.
- Sanitization stations installed at main entrance & in each room
- Stations set up for cleaning of all equipment between appointments
- Signage that indicates when an area has been cleaned, or needs cleaning
- Contactless payment options

Third Level Protection (administrative)

We have identified guidelines and expectations for clients and staff, and have clearly communicated these rules and guidelines through a combination of training and signage.

- Detailed signage of new policies on the noticeboard for clients
- Detailed signage of client and staff expectations with respect to covid-19 symptoms
- Information on new procedures and expectations provided over the phone upon booking
- Online booking disabled, in order to share new procedures over the phone upon contact and bookings
- Appointment reminders contain written and video expectations, as well as covid-19 screen to be completed on the day of appointment
- Signage requiring staff / clients to maintain physical distance of 2m/6ft
- Daily staff covid screen to be completed prior to entering the building (fit for work)
- Staff have completed and signed off on all appropriate training with regards to enhanced cleaning protocols and updated procedures and policies

Fourth Level Protection (PPE)

- All staff wear appropriate PPE throughout the day
- Clients are asked to bring their own masks, or can purchase masks for a donation
- If a client is not able to wear a mask – the appropriate next steps will be discussed with their therapist

2. Cleaning Protocols

We have reviewed the information on cleaning and disinfecting surfaces. Cleaning and conduct protocols have been communicated with staff through training and signage, and staff are required to follow updated tasks for increased cleaning before, during, and after shifts.

- Staff are to wash hands for a minimum of 20 seconds immediately after direct or indirect contact of clients, including constant sanitization of the therapy rooms and highly touched surfaces.
- Hand washing stations are available with posted signage as a reminder to wash frequently, as well as sanitization stations at entrance and in each room.

- Staff have access to adequate cleaning materials and will be cleaning high risk areas frequently.

3. Develop Policies

All updated and increased cleaning and conduct policies have been clearly communicated with staff. Our workplace policies ensure that workers and patrons exhibiting symptoms of COVID-19 are prohibited from the workplace and can change their sessions to video visits, and rebook their in-person appointment for 2 weeks time. This includes:

- Anyone directed by Public Health to self-isolate
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case

4. Develop Communication Plans & Training

- We have clearly communicated with all staff, through training and signage, how to keep themselves safe in the workplace.
- All staff understand our policies for staying home when sick
- We have posted relevant signage throughout the space for staff and clients

5. Monitoring Workplace

We understand the importance of monitoring staff and the workplace to ensure policies and protocol are being followed. We have a plan in place and will continually review and reassess risks and make changes as necessary

Thank you so much for your cooperation with all our new procedures. If you have any questions, please do not hesitate to get in contact with us.

We are happy to be able to continue working with you!

Your MM Team