

Safety measures put in place before resuming operations:

- **First level protection** - elimination: changes to physical space and workflow to keep 2m distance
 - [Signage](#) and floor markings to remind patients and staff about physical distancing (2m) and hand hygiene and [respiratory etiquette](#)
 - Hand-washing stations + [signage](#) set-up and to be used upon entry and exit of the clinic
 - Hand sanitizer available at reception and in treatment rooms
 - Patients to wait in car and be called in for appointment
 - Fewer staff in the clinic
 - All staff to stagger breaks and avoid congregating closer than 2m
 - Line demarcations in treatment room to indicate 1m distance from bed for subjective history taking
 - All magazines, toys, waste bins, posters, water coolers, pens/pencils have been removed from waiting area
 - Signage at front entrance to advise on no walk-ins off the street
 - Must call reception from outside to first be screened prior to face-to-face consultation
 - Temperature will be taken prior to entering clinic for both clients and staff
 - COVID-19 screening to occur at: time of booking (on phone), and at least 2 hours before appointment via Jane App email
 - Staff to self-screen and report to PES (who will fill out the [tracing document](#)) that they're not having symptoms daily before starting their shifts
 - [Tracing document](#) created to track who has been in the clinic with current contact details confirmed (including staff members) in case contact tracing is later required
 - Establish "A" and "B" teams to prevent scenario where quarantine will exclude all staff
 - Same physio with same receptionist: one for am and one for pm schedule
 - Reduced hours
- **Second level protection: engineering controls**
 - Plexiglass installed in reception area and marked box 2m away for speaking with patients
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- **Third level protection: administrative controls:**
 - Cleaning protocol for [common touch points](#)
 - Disinfecting duties shared between front desk and physiotherapist
 - Cleaning protocol for any shared equipment between treatment rooms
 - Physiotherapist to put equipment to be sanitized in designated space
 - Bathroom is CLOSED for public use (door kept closed at Poco) - Signage that bathroom is available for emergency use only
 - Theraband/circular band pre-cut and placed into ziplock bags for patients to take home with them if required
 - Line demarcations to stay 2m away from gym equipment
 - Limit gym use - mats, therabands to take home, only therapist to demo with weights/equipment (ONLY if available to patient at home)
 - Designated soiled linens bin with lid and biohazardous trash bin in each treatment room (Poco will only be using one treatment room, and the other door will be closed unless a patient needs to change clothes, as curtains have been removed)
 - One-time use of fresh towel each time or paper towel for cleaning or treatment purposes
 - No pillows in treatment rooms (will have plastic coverings available in the future)
 - Front door left OPEN (weather permitting) to minimize common touch points and for fresh air/ventilation
 - Therapists to bring a change of clothes to change into after their shift and to have 1 pair of designated “work shoes”
 - Patient visits are staggered with 15 mins in between to leave time for disinfecting/sanitizing and to minimize potential patient interactions

- **Fourth level protection: PPE** - should only be used in combination with measures above, not as a control measure on its own
 - PPE (surgical masks, gloves), cleanser and hand-sanitizer stocked for therapist use
 - Masks required for all staff and clients at all times while in clinic

