



COVID-19 RETURN TO WORK GUIDELINES AND PROTOCOLS FOR MOBILE THERAPISTS

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Introduction

The year 2020 will be long remembered in the history books as a year of change. COVID-19 is a virus that has caused a great amount of upheaval and chaos around the globe. From the first cases reported in China in late 2019, to the eventual declaration by the World Health Organization of a pandemic, it has affected not only the lives of those who have contracted the virus, but also the lives of all humanity. As Canadian governments in all provinces and territories sought to slow the virus down, Massage Therapists and Manual Osteopathic Therapists were among those professions and businesses that were closed to help prevent the spread of the virus and flatten the curve.

As those same provincial and territorial governments now implement their various back to work plans and strategies, so too must we plan to adapt to the new normal of living with COVID-19.

As an Association of Massage and Manual Osteopathic Therapists that represents members in Canada from Coast to Coast to Coast, throughout this document we have endeavoured to meet or exceed standards laid out by Provincial and Territorial governments in their return to work guidelines as restrictions ease following the shutdown that stemmed from COVID 19.

This document is to be used as our national standard for all members of the Canadian Massage and Manual Osteopathic Therapists Association (CMMOTA) who practice mobile massage in their return to work post COVID 19 shutdowns. All members who practice mobile massage are required to follow the protocols laid out in this document until further notice. If a provincial or territorial requirement is of a higher standard than is contained in this document, the provincial or territorial standard must be adhered to. Failure to follow these protocols, or higher standards imposed by a provincial government in which the member resides, would bring a member into violation of the CMMOTA Bylaws, and may result in disciplinary action up to and including the removal of membership in the Association.

At the time of the writing and initial approval of this document, not all jurisdictions across the country have released their requirements for return to work. As those requirements are released the CMMOTA will continue to monitor them, and will adjust and update this document as necessary, so that in the end the document will meet or exceed each province or territorial standard nationwide.

Likewise, as those guidelines change and requirements on items like PPE are relaxed, the CMMOTA will continue to monitor them, and will adjust and update this document, as necessary.



We do not anticipate that these guidelines and protocols will be in place for all time, and we recognized that they will continue to evolve as the current situation evolves.

When changes to this document are made by the CMMOTA, we will forward those changes to all those who are members of the CMMOTA.

These Guidelines and Protocols are in addition to, and not a replacement of Code of Ethics, Standards of Practice and Scope of Practice Documents.

As the bans on massage and manual osteopathic therapy are lifted, all members are reminded that you do have the right to decide when to return to your practice. There is no need to rush yourself. You have the right to wait until you feel safe, well equipped, confident, and ready to return to your practice.

As always, if you have questions or concerns, please contact the CMMOTA office for clarification by phone to (403)356-1160 or by email to info@cmmota.com.

GENERAL WORKSPACE PROTOCOLS

- Unlike other therapists, your workspace is found in the homes or businesses of your clientele, as such they control your workspace, and are responsible for maintaining their own space.
- The treatment table and/or treatment chair that you bring into the space must have a covering that is able to be cleaned and disinfected between clients.

INFECTION AND PREVENTION CONTROL PROTOCOLS

- Avoid sharing pens and office equipment. Disinfect after every use.
- Linens (including sheets, blankets, heating pad covers, etc.) must be stored in closed containers or baggage. They are not to be stored in an open bag or bin where accidental contamination may more easily occur.
- All Linens used or exposed in a treatment area when a client is present, must be laundered before they can be used again.
- Laundry baskets, if made from a cloth material must be laundered between uses. Laundry baskets made from a plastic or wipeable, non-linen material, must be cleaned and disinfected between uses.



- All tools used or exposed in a treatment area when a client is present, must be cleaned and disinfected before they can be used again.
- Treatment tables or treatment chair surfaces with tears must be immediately repaired and then replaced as soon as reasonably possible.
 - At no time may a client be treated on a table with exposed foam.
 - Duct tape is acceptable for emergency repair use only. It is expected that the arrangement for suitable long-term repair or replacement is initiated within two business days of the discovery of a tear.
- Cloth upholstery on furniture and treatment tables that can be properly disinfected may continue to be used.
 - If the cloth upholstery cannot be properly disinfected, it must be removed from the clinic environment.
- All PPE used or exposed in a treatment area when a client is present, must be cleaned and disinfected, or laundered, before they can be used again, with the exception of the mask.
- Masks must be changed when they become moist, damaged, or dirty.
- Employees who handle cash or credit cards or credit card machines should practice proper hand hygiene. When hands are not visibly soiled and between customer interactions, alcohol-based hand sanitizers approved by Health Canada can be used.
- Employees should wash their hands with soap and water when hands are visibly soiled, before and after any breaks, and at the beginning and end of their shift.
- Clients must be given information about physical distancing.
- Therapists are required to bring with them resources such as tissues, no-touch receptacles (means a garbage container that either has a lid which is opened by motion or has a lid which is opened by depression of a foot pedal, or which has no lid), hand soap, alcohol-based hand sanitizers, disinfectants, and disposable towels to promote a safe and hygienic work environment.
- ***All Hand Sanitizers must be approved by Health Canada (DIN or NPN number) and must contain a 60-80% Alcohol base***

PPE REQUIREMENTS FOR THERAPISTS

PPE is necessary when physical distancing of 2 metres or physical barriers cannot be maintained by administrative or engineered controls. PPE controls the hazard at the worker and client level.



- The appropriate use of PPE to protect against the COVID-19 virus is based on established infection prevention and control measures implemented by health authorities. PPE requirements based on droplet and contact precautions include:
 - Aprons, which cover the torso of the therapist, to prevent contamination of clothing between the treatment of different clients. Aprons can be made of either cloth or plastic; cloth aprons must be changed between clients and laundered, while plastic aprons must be cleaned and disinfected between clients.
 - Facial/protective eyewear, meaning either safety glasses, safety goggles, or a full-face shield, to prevent the spread of droplets from another person from reaching the eyes of the wearer. Protective eyewear should be cleaned and disinfected between clients.
 - Prescription eyewear alone do not provide sufficient protection from COVID-19
 - Procedural or surgical masks (level not specified) to prevent the spread of droplets from the individual wearing the mask.
 - To properly wear a mask:
 - Wash or sanitize your hands before putting on and immediately after taking off the mask.
 - Ensure a snug fit over the nose and under the chin.
 - Mold the metal bar over the nose (if applicable)
 - Wear the mask with the moisture absorbing side against the skin
 - Change the mask when it is moist
 - Only touch the elastic or ties when removing the mask
 - Do not wear the mask around the neck
 - Discard single use masks in a lined garbage container
 - Why a surgical/procedural mask? The reason is two-fold. First a surgical/procedural mask prevents droplets from an outside infected source from contaminating the skin and mucous membranes of the nose and mouth of the wearer. Second, a surgical/procedural mask traps droplets expelled by the wearer when breathing, speaking, coughing or sneezing, thus helping to prevent the spread of the COVID-19 virus.
 - Why not a cloth mask? The reason for this is primarily because they provide no proven protection from an outside infected source.



- Why not an N95 Mask? Because this type of mask requires initial and ongoing training, as well as an approved method for fitness testing to ensure a tight facial seal. Without this training and fit testing, N95s may not be effective against the COVID-19 virus.
- Masks, Aprons and Facial or Protective Eyewear must be worn by the therapist during the entire interaction time with a client.
- Masks must be worn by the therapist at all times while present in the clinic space, with the exception of in a breakroom or a lunchroom when consuming food or drink.
 - Masks and other disposable PPE must be discarded into a touchless plastic-lined garbage container.

PPE REQUIREMENTS FOR CLIENTELE

PPE is necessary when physical distancing of 2 metres or physical barriers cannot be maintained by administrative or engineered controls. PPE controls the hazard at the worker and client level.

- The appropriate use of PPE to protect against the COVID-19 virus is based on established infection prevention and control measures implemented by health authorities. PPE requirements based on droplet and contact precautions include:
 - Facial/protective eyewear, meaning either safety glasses, safety goggles, or a full-face shield, to prevent the spread of droplets from another person from reaching the eyes of the wearer. The client shall only be required to wear protective eyewear while face up (supine) or side-lying on the treatment table. Protective eyewear may be reused but must be cleaned and disinfected between clients.
 - Procedural or surgical masks (level not specified) to prevent the spread of droplets from the individual wearing the mask.
 - To properly wear a mask:
 - Wash or sanitize your hands before putting on and immediately after taking off the mask.
 - Ensure a snug fit over the nose and under the chin.
 - Mold the metal bar over the nose (if applicable)



- Wear the mask with the moisture absorbing side against the skin
- Change the mask when it is moist
- Only touch the elastic or ties when removing the mask
- Do not wear the mask around the neck
- Discard single use masks in a lined garbage container

PPE PROTOCOLS FOR PUTTING ON PPE

The following is a step by step process for putting on PPE

- Step 1: Wash or Sanitize Hands
- Step 2: Put on Gown or Apron
- Step 3: Put on Mask
- Step 4: Put on Protective Eyewear
- Step 5: Wash or Sanitize Hands

PPE PROTOCOLS FOR REMOVAL OF PPE

The following is a step by step process for the removal of PPE

- Step 1: Wash or Sanitize Hands
- Step 2: Remove Gown
- Step 3: Wash or Sanitize Hands
- Step 4: Remove Protective Eyewear
- Step 5: Remove Mask
- Step 6: Wash or Sanitize Hands

HAND HYGIENE PROTOCOLS FOR THERAPISTS

Proper hand hygiene is the most effective way to stop the spread of COVID-19 and other infections. Practice it often.

- Proper hand hygiene, including washing with soap and water for 20 seconds, or the use of 60-80% alcohol-based hand sanitizers approved by Health Canada, when hands are not visibly soiled.



- Handwashing protocols are as follows:
 - Wash hands for at least 20 seconds using an adequate amount of soap.
 - Rub hands together to create friction, rinse under running water, and dry them with single use towels.
 - Turn off the tap with single use towel.
- Proper hand hygiene should be preformed:
 - Upon entering and exiting the practice environment
 - Before and after putting on PPE.
 - Before and after the removal of PPE.
 - Before and after physical contact with a client.
 - After handling dirty laundry
 - After cleaning client contact surfaces
 - Upon completion of any touch-based administrative tasks (e.g. payment transactions, entrance of data on a computer or tablet or mobile device)
 - Anytime the hands become soiled or dirty.
- Glove use alone is not a substitute for hand hygiene. Hands should be cleaned before and after using gloves.

HAND HYGIENE PROTOCOLS FOR CLIENTELE

- Proper hand hygiene, including washing with soap and water for 20 seconds, or the use of 60-80% alcohol-based hand sanitizers approved by Health Canada, when hands are not visibly soiled.
- Clients must be required to use hand hygiene when:
 - Before and after putting on the supplied mask.
 - When entering the treatment space, if the client does not proceed directly to a treatment room upon entering the clinic
 - After treatment, before leaving the treatment space.
 - Before Processing Payment, if using a pin-pad device.



GUIDELINES FOR BOOKING APPOINTMENTS AND PRE-SCREENING OF CLIENTELE

One of the greatest ways to prevent the spread of disease to yourself and to your clientele, is to prevent the presence of the disease from entering your workspace. This is why the following protocols are so important.

- Clients are to be screened by telephone before an appointment is booked and are not given an appointment if they have COVID-19 symptoms. When taking the initial appointment booking call, it is important to ask the following questions before booking an appointment:
 - Are you experiencing any of the following symptoms, even mildly?
 - Fever
 - Cough
 - Shortness of breath
 - Difficulty breathing
 - Soar throat
 - Runny Nose
 - Have you been in contact with anyone who has been diagnosed with COVID 19?
 - Have you travelled outside of Canada in the last 14 days?
 - Have you been in contact with anyone who has travelled outside of Canada in the last 14 days?

If the person booking the appointment answers yes to any of these questions, then you should politely request that they wait until they can answer no to all of the questions before calling you to book an appointment. People identified as symptomatic should be instructed to seek medical attention.

- When booking appointments with a client, the client should be reminded that if they become sick, feel in any way unwell, are running a fever, or are placed on self-isolation, that they must reschedule their appointment.
- 24 Hour Cancellation Requirements and subsequent fees should be temporarily suspended, however no-show fees may remain in place.
- All clients should be provided with the pre-screening document, which they should complete and return to the therapist 24 hrs before coming to their appointment.
- All clients should complete the COVID-19 self screening tool provided by their provincial health authority in the 24 hours leading up to their appointment.
 - Alberta – <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>



- British Columbia - <https://bc.thrive.health/covid19/en>
- Manitoba - <https://sharedhealthmb.ca/covid19/screening-tool/>
- New Brunswick - https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html
- Newfoundland and Labrador - <https://www.811healthline.ca/covid-19-self-assessment/>
- Northwest Territories - <https://www.gov.nt.ca/covid-19/en/services/nwt-online-covid-19-self-assessment-tool>
- Nova Scotia - <https://when-to-call-about-covid19.novascotia.ca/en>
- Nunavut - <https://nu.thrive.health/covid19/en>
- Ontario - <https://covid-19.ontario.ca/self-assessment/>
- Prince Edward Island - <https://www.princeedwardisland.ca/en/service/self-assessment-covid-19>
- Quebec - <https://ca.thrive.health/covid19/en>
- Saskatchewan - <https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus/covid-19-self-assessment>
- Yukon - <https://service.yukon.ca/en/covid-19-self-assessment/>

PRE-APPOINTMENT TASK GUIDELINES

- If the client has booked an appointment with you for the first time, provide the client with the necessary intake form, have them complete it and forward it to you via email before their attendance at their appointment. This must be done prior to attendance at the appointment.
- If there is paperwork that a client needs to provide in order to allow for direct billing to their health care insurance plan, it must be completed by the client and forwarded to you via email before attendance at the appointment.
- Forward the pre-screening document, and the What Clients can Expect during COVID-19 document shortly after the time of booking.



APPOINTMENT PROTOCOLS

Initial Interaction

- Clients must be informed to maintain a distance of at least two metres, except when receiving service or for brief exchanges.
- Clients hands should be sanitized before putting on a mask.
- All clients must put on a mask as they enter the clinic space. The mask is to remain on the client at all times during the therapists presence in their home or workspace. If the client is a minor, and is accompanied by an adult, both should be instructed to wear a mask.

Screening of Clientele

- All clients, and anyone attending with the client, must be screened for any signs of illness or symptoms of COVID 19. Signs of sickness, including a fever, cough, shortness of breath, difficulty breathing, sore throat, runny nose or nasal congestion are an absolute contraindication for massage treatment, and in such cases, treatment must be cancelled or rescheduled. Answers to the screening questions are to be recorded in the treatment notes. No services should be performed on ill or symptomatic clients.
- All clients, and anyone attending with the client, must be screened for fever. Their temperature should be taken using a touchless thermometer that meets a minimum variance rate of +/- 0.3°C. Before the taking of the temperature, the client must consent to having their temperature taken. If the client, or anyone attending the clinic with the client, does not consent to having their temperature taken, it should be noted, and the therapist has the right to refuse treatment if they suspect the client has a fever. If the temperature reading taken using a touchless thermometer on the forehead exceeds the normal body temperature of 38°C there is an absolute contraindication for massage, and the treatment must be cancelled or rescheduled. Temperature reading is to be recorded in the treatment notes. No services should be performed on a client whose forehead temperature exceeds 38°C. (THIS GUIDELINE WILL NOT COME INTO FORCE UNTIL JULY 2, 2020, to allow for CMMOTA to provide training to all therapists at no cost)
- Massage or Manual Osteopathic Therapists must not attempt a differential diagnosis of clients who present with signs and symptoms of COVID-19.
- If a therapist encounters a client, who has gone through the screening process and enters a treatment room yet still exhibits signs and symptoms consistent with COVID-19 the therapist must:
 - Establish and maintain a safe physical distance of two metres.
 - Have the client complete hand hygiene.
 - Segregate the client from others in the clinic.



- Explain the concern that they are symptomatic, discontinue treatment and reschedule the appointment.
- Advise the client that they should self isolate and contact the local health authority.
- Clean and disinfect the practice area immediately, and then leave.

Health of Therapist Disclosure

- The therapist must disclose in writing to the client any sickness, either current or which has occurred in the last 14 days, or medical condition which may look or sound like a symptom of COVID-19 (e.g. seasonal allergies) and have the client consent to treatment by way of initial on the disclosure, which will be kept with the treatment notes for the appointment. The client may refuse to be treated based on the information given in the disclosure without penalty.

Pre-Treatment Instructions to Client

- Be sure to inform the client where to put their clothing and belongings. These are to be considered as potential sources of contamination, as the virus can live on different surfaces for up to 5 days. If possible, a wipeable bin should be provided to the client, which can be cleaned and disinfected between clients.
- Be sure to inform the client that the face mask will need to be worn throughout the treatment. If the client has difficulty breathing with the mask on in the prone position, consider using a side-lying position for treatment as an alternative.

Treatment

- Before starting the treatment, be sure to follow good hand hygiene rules before touching the client.
- Delivery of treatment does not need to be altered in any way because of COVID-19.
- If you massage using your feet, they need to be washed using the same protocols as described in hand hygiene.
- If you are providing TMJ treatment, you may proceed as normal, being sure to use gloves while performing inter-oral treatment as per normal protocols.
- If a tool (e.g. cupping) is used, as a reminder, they must be cleaned and disinfected between each client.
- Additional hand hygiene is a must. Be sure to perform hand hygiene anytime the hands look or feel soiled.
- During the treatment, the therapist must wear the appropriate PPE.
- During the treatment, the client must wear a mask at all times.
- During the treatment, when the client is in supine, or in side-lying position, protective eyewear must be worn.
- Once treatment is complete, be sure to follow good hand hygiene rules before exiting the room.

Post-Treatment Instructions to Client



- Instruct the client to leave the protective eyewear that they used on the massage table, together with the bin that they used for their clothing and belongings.
- Instruct the client to be sure to sanitize their hands at the sanitize station before exiting the treatment room.

Payment and Provision of Receipt and Other Documents

- During transactions, if possible, limit the exchange of papers such as receipts. If documents must be exchanged, leave them on a clean surface while maintain a two-metre distance.
- Where possible, payments should be accepted through contactless methods (e.g. Tap or eTransfer). In order to limit contact, allow customers to scan/tap/swipe their own cards.
- If you handle cash or credit cards or credit card machines you should practice proper hand hygiene. When hands are not visibly soiled and between customer interactions, alcohol-based hand sanitizers approved by Health Canada can be used.

Booking Next Appointments

- When booking the clients next appointment, be sure to remind the client of the new requirements for the pre-screening document 24 hrs before the next appointment, and remind them to be sure to cancel if they are sick, or in any way feeling unwell.

PROTOCOLS FOR SCREENING OF THERAPIST

- All therapists must be screened or self screen for any signs of illness or symptoms of COVID 19 before the start of their shift. Signs of sickness, including a fever, cough, shortness of breath, difficulty breathing, sore throat, runny nose or nasal congestion mean that the therapist or employee must not attend the workplace. No services should be performed by ill or symptomatic therapists.

PROTOCOLS FOR A SICK THERAPIST

- If a therapist has symptoms consistent with those of COVID 19, they should self isolate and be encouraged to seek the advice/testing from their local health authority.
- If a therapist has a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) they are required to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer. Feeling well does not allow the therapist or employee to return to work early.
- If a therapist is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, your local health authority may be in contact with the



business to provide the necessary public health guidance. Records may be sought up to two-weeks prior to the individual becoming ill.

ENVIRONMENTAL CLEANING AND DISINFECTION PROTOCOLS

Because the COVID-19 virus can survive for several days on different surfaces and objects frequent cleaning and disinfection is important to prevent the spread of the disease. There is a difference between cleaning and disinfection. Cleaning has to do with the removal of dirt, dust and oils. Disinfection has to do with the destruction of germs. Cleaning is required prior to disinfection to remove dirt, dust and oils to ensure the effectiveness of disinfection.

- All businesses must use a disinfectant listed on the Government of Canada “Approved Disinfectant Agents List for COVID 19” - <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>. ***The disinfectant product manufacturer’s instructions must be followed for use, safety, contact time, storage and shelf life.*** *Vinegar, Tea tree oil solutions, Thieves’ oil and similar solutions are **NOT** proven to be effective disinfectants and cannot be used in place of Health Canada approved disinfectants. It is a requirement that only approved disinfectants with a viricidal claim are used to limit the spread of COVID-19.*
- Apply the disinfectant following the instructions on the label. If using a cloth, it must be clean at the beginning of the disinfection process, and must either be disposed of, or laundered following use.
- If using disinfectant wipes, the manufacturer’s recommended contact time (i.e. how long the surface remains wet) must be met. Disinfectant wipes are not recommended for heavily soiled surfaces.
- Each business must maintain a written cleaning and disinfection logbook.
- Commonly touched surfaces and shared equipment must be cleaned and disinfected after contact between individuals, even when not visibly soiled. This means not just clients; it includes cleaning between contact by different employees as well. Examples of these include light switches, door handles, touchless thermometers, credit/debit machines, toilets, taps, handrails, counter tops, touch screens, mobile devices and keyboards. Wherever it is possible, each employee should use their own products (e.g. pens, tablets, mobile devices, tools, etc.). All commonly touched surfaces must be cleaned and disinfected at a minimum between clients.
- Product bottles must be cleaned and disinfected between use with different clients.
- Treatment tables are to be cleaned and disinfected after each client.



TREATMENT TOOLS CLEANING AND DISINFECTION PROTOCOLS

- All tools that are used in conjunction with a massage or were in the open during the treatment of a client must be cleaned and disinfected between clients.
- Here are the steps that need to be followed when reprocessing (meaning using an item on a client and then processing it for safe use on another client) massage tools:
 - STEP ONE: WASH – Washing should be done in soap and water, with some sort of mechanical force. The aim is to remove all visible organic matter.
 - STEP TWO: RINSE – This just removes the soap off the tools so that the disinfectant is not impeded in any way.
 - STEP THREE: DRY – At this stage in our process we just need to shake off the majority of the rinse water, so that the disinfectant is not diluted.
 - STEP FOUR: DISINFECT – We recommend that you use 7.5% hydrogen peroxide (H₂O₂). This is the most environmentally friendly of the chemical disinfectants, though it is still harsh. Make sure that you are wearing gloves and if you tend to splash, eye protection. The cups and tools need to sit in the H₂O₂ for 30 minutes. This is called contact time, and if you are using another high-level disinfectant, please refer to the label for contact time.
 - STEP FIVE: RINSE – This is done to make sure the disinfectant is totally rinsed off the tools. This is to protect your client's skin (and your own!)
 - STEP SIX: DRY – The tools are left to air dry as part of the HLD process. Then they can be restocked to your room and cycled into your treatments.

TREATMENT ROOM CLEANING AND DISINFECTION PROTOCOLS

- Pillows must be contained in a wipeable waterproof cover which can be cleaned and disinfected between use with different clients. A changeable linen cover is not considered sufficient in preventing potential spread of COVID 19.
- Heating Pads must be contained in a wipeable waterproof cover which can be cleaned and disinfected between use with different clients. A changeable linen cover is not considered sufficient in preventing potential spread of COVID 19.
- Sheepskin Padding or other padding materials must be contained in a wipeable waterproof cover which can be cleaned and disinfected between use with different



clients. A changeable linen cover is not considered sufficient in preventing potential spread of COVID 19.

- The massage table must be cleaned and disinfected between clients. This includes all surfaces of the table, including the legs of the table.
- The place or container where the client places their cloths and belongings must be cleaned and disinfected between clients.
- Anything which may have been touched by either the therapists or the client must be cleaned and disinfected between clients.
- Any product bottles must be cleaned and disinfected between clients.
- If a table heating pad is used, it must be cleaned and disinfected between clients.

LINEN AND LAUNDRY PROTOCOLS

- Towels, sheets, blankets and any other linens which have been used or exposed to the client in the treatment room, including any cloth PPE must be laundered between use with different clients.
- Clothing and fabric items should be laundered and dried on the highest temperature setting possible. Ensure that all items are thoroughly dried.
- Staff handling linens should be gloved for both dirty and clean laundry processing. Staff must always use hand hygiene immediately before handling clean laundry.

OTHER GENERAL BUSINESS PROTOCOLS

- All businesses must have a workplace illness policy. If a policy does not currently exist or does not align with COVID-19 recommendations, the following should be included:
 - Sick employees must stay home or be sent home from work.
 - For employees housed in workplace accommodations (e.g. work camps), sick employees must be confined to their rooms until cleared for re-entry into the workforce.
 - Sick employees are to use the COVID-19 self assessment tool in the province in which they are working and follow the subsequent directions.
 - When employees go home sick, their work areas must be cleaned and disinfected.
- All employees and therapists are to follow proper hand hygiene and coughing/sneezing etiquette:
 - Wash hands frequently with soap and water. Scrub for at least 20 seconds.
 - If soap and water are not available, use an 60-80% alcohol-based hand sanitizer approved by Health Canada (DIN or NPN Number).
 - Avoid touching your face, mouth, nose, and eyes.



- Cough/sneeze into the bend of your elbow and then wash your hands with soap and water.
- All Businesses, in scheduling appointments must leave an appropriate amount of time for the cleaning and disinfection of the treatment area. The suggested time would be 30-45 minutes between appointments.
- Massage or Manual Osteopathic Therapists are required to contact their local health authority to receive guidance if they are aware of a client who they have visited within the last 14 days and is now testing (or has tested) positive for COVID-19.