



BODYWORKS
Massage Therapy

Health and Hygiene Protocols for COVID-19 Alert Level 2 Clinic Operations

**developed in conjunction with guidelines from
Massage Zealand, the Ministry of Health
and Allied Health Aotearoa New Zealand**

Revised: Thursday, 14 May 2020



This document:

- outlines operational processes to ensure Bodyworks Massage Therapy (BMT) meets minimum standards for operating at Alert Level 2.
- will remain fluid as requirements change.
- intends to –
 - prioritise and promote the health and wellbeing of all therapists and clients
 - show we are committed to working alongside the NZ Government to prevent the spread of COVID-19
 - establish and work with safe methods and safe practices always
 - comply with all legislative requirements, codes of practice and safe operating procedures relevant to our workplace

The Ministry of Health (MoH) states¹ that “clinicians will be able to see patients face to face if the following processes are in place:

- screening for COVID-19 symptoms prior to face to face appointment
- physical distancing measures
- infection prevention control measures including PPE where required”

We will continue to follow the general guidelines given by MoH¹, as we did prior to closing the clinic in March.

“The best defence against COVID-19 are basic hygiene measures, which include:

- cough or sneeze into your elbow or by covering your mouth and nose with tissues
- put used tissues in the bin or a bag immediately
- wash your hands with soap and water often (for at least 20 seconds)
- avoid touching your eyes, nose, or mouth
- clean surfaces regularly”

¹ <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-resources-health-professionals/covid-19-advice-community-allied-health-scientific-and-technical-providers#level2>

Client pre-screening

The following steps are to ensure that we pre-screen for COVID-19 symptoms prior to face-to-face contact and are only working with healthy clients, as defined by the MoH

- Clients will receive a text message from the Timely booking system, prior to all appointments, to complete an online pre-screening form, specifically related to COVID-19 and any symptoms they may have.
- Clients will receive a reminder 24 hours prior to their appointment from the Timely booking system reminding them that if their status has changed, they must reschedule their appointment
- Therapist will confirm the pre-screening form has been received back into Timely (Client/Documents tab). If not, the therapist will ask all pre-screening questions when the client arrives, and leave a note within Timely that the screening is complete (Client/Notes)
- Any client who reports (or exhibits) any COVID-19 symptoms will not be treated at BMT.
- These symptoms include:
 - a cough
 - a high temperature of at least 38°C
 - shortness of breath
 - sore throat
 - sneezing and runny nose
 - temporary loss of smell.
- Any client with symptoms should call Healthline for free on 0800 358 5453 or can call their doctor immediately.
- Any client who has tested positive for COVID-19 at any time will require a GP clearance before an appointment
- Any client who has been in contact with others who have been unwell with respiratory symptoms or fever, or are suspected or confirmed to have COVID-19 will not be treated at BMT will be required to self-isolate for 14 days from the date of contact
- Any client who has travelled internationally within the last 14 days is required to quarantine/self-isolate for 14 days from the date of return to New Zealand, in accordance with MoH requirements
- Any client who is considered high-risk, as defined by the MoH, should seriously consider the risks to their health. Whilst we have put additional measures in place to minimize the risks within BMT, we strongly recommend only coming in if you believe you are healthy.

- If you currently have any of the following conditions, and choose to be treated at BMT, then you understand the additional risks associated with that
 - serious respiratory disease such as chronic lung disease or moderate to severe asthma.
 - serious heart conditions.
 - immunocompromised conditions
 - many conditions can cause a person to be immunocompromised, including cancer treatment, smoking related illness, bone marrow or organ transplantation, haematologic neoplasms, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications (such as disease-modifying anti-rheumatic drugs);
 - severe obesity (body mass index [BMI] of 40 or higher).
 - diabetes.
 - chronic kidney disease, people undergoing dialysis; and
 - liver disease.
 - We will treat existing clients over the age of 70, or who are in the third trimester of pregnancy, provided they do not identify with any of the above conditions and consider themselves to be healthy
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Clinic operations

The following are extra measures to ensure the clinic meets physical distancing measures where possible

- Maximum of TWO therapists rostered on at any time
 - Appointment times staggered, so clients should not be arriving/leaving at the same time
 - Appointments limited to maximum 60 minutes for at least two weeks after opening
 - Therapists should maintain physical distance of at least 1 metre in the kitchen and common areas
 - Clients to remain in their car until their scheduled appointment time
 - No waiting in reception as the chairs have been removed
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Clinic hygiene

The following are extra steps to ensure the clinic meets appropriate infection control measures including PPE

- Therapists to wear a single-use face mask for each appointment. This will be donned before commencing hands-on work only, while the client is getting on the table and after the therapist has performed thorough hand hygiene (as per poster in bathroom)
- Therapist will remove the mask after leaving the room at the end of the appointment and will perform thorough hand hygiene afterwards. The mask will be placed in the covered rubbish bin in the
- A minimum 30-minute gap between appointments to allow the clinic room to be fully cleaned between appointments
- Therapists will perform thorough hand hygiene before and after cleaning the room
- All contact surfaces within the clinic rooms are to be spray cleaned by the therapist and wiped with a single use cloth after each appointment. This includes face-cradle, door handles (inside/outside), chair, desk, stool, pen/s, clipboard, any other equipment touched during the appointment
- All contact surfaces in reception, and common areas will be cleaned at least twice daily. This includes the reception counter, eftpos terminal, front door, toilet.
- If the client requires a blanket, an extra sheet is used to cover the blanket completely, to prevent it from being touched by the client. At the end of the appointment, pull back the sheet covering the blanket, removing the blanket, and rolling all sheets up
- Sheets and hire towels are placed in the linen-bags as usual, however the drawstrings must remain closed
- Face-cradle covers, and any clinic-owned towels are placed in the (new) lidded bin in the laundry
- Clinic-owned laundry will be done, as usual, using 60degC hot water wash
- Retail displays are covered to prevent clients from touching items
- All non-essential items have been removed from reception areas and each clinic room, including brochures and business cards

New client arrival and departure processes

These steps ensure that clients can arrive at and depart the clinic and meet all physical distancing and infection prevention control measures

Client arrival

- Clients to remain in their car until their scheduled appointment time
 - Client to remove large items of jewellery before entering clinic
 - Hand sanitizer is supplied at the outside entrance and all clients must use it prior to entering the front door
 - Signage in place to advise clients of process
 - No waiting in reception as the chairs have been removed
 - Therapist to escort client into clinic room immediately
 - Any additional pre-screening is done in the clinic room and noted in Timely at the end of the appointment
 - New clients to complete intake forms in clinic room (pen/clipboard to be sanitized at end of appointment by therapist)
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Client departure

- Client to pay via contactless payment, where possible, no eftpos receipts
- Client rebooked at reception; therapist will not hand out any appointment cards
- Any client wishing to buy retail items will ask the therapist who will take the item from behind the display covers
- Client will use hand sanitizer again (on reception counter) before leaving through front door
- Appointments are staggered so there should not be any cross-over of clients. If there are two appointments finishing at the same time, the latest finishing client should remain in the clinic room until the first client has departed
- Therapist will no longer provide water to the client. Client will be reminded to bring their own water bottle to leave in their car

Contact tracing

We must maintain a register of all therapist, client, and other visitor movements in and out of BMT.

We will use our booking system, Timely, to manage this as it already holds all data required by the government.

- All clients will be advised via Timely reminders, as well as on the website, that data is being collected but will ONLY be released to the MoH if it is required for contact tracing
- Any other visitors to the clinic will be recorded, by a therapist, as a “busy time” record, with their name, address, phone/email address and the time they arrived and left