



Stevens Chiropractic & Massage Therapy Procedures and Protocols During COVID-19

Stevens Chiropractic & Massage Therapy is committed to ensuring the highest standards of safety at all times, but even more so during COVID-19. Below is an in depth list of the various levels of precautions we are taking at this time.

COVID-19 Screening

All patients, visitors and practitioners must answer NO to all questions below to be allowed to enter the clinic.

1. Do you have a fever, cough or any flu/cold-like symptoms or generally feeling unwell?
2. Have you travelled outside of Canada in the last 14 days?
3. Have you had any close contact with a confirmed or probable case of COVID-19?
4. Has anyone which you have had close contact with (household) travelled anywhere outside of Canada in the last 14 days?

If YES is answered to any of the above questions, please [CALL US](#) before you come to the clinic.

Patient Guidelines and Procedures

1. Patients are to wait outside the clinic and will be allowed access only during their scheduled appointment times. Patients can be called on their cell phones to alert them to enter the clinic.
2. Patients only will be allowed access to the clinic. If someone has accompanied them they will need to wait outside of the clinic. No one will be allowed to wait in the reception area.
3. Patients should limit the number of items brought into the clinic to bare minimums.

4. Patients will be screened over the phone and will be required to review and sign a specialized consent form that verifies the answer to all COVID-19 screening questions is NO
5. Patients will be required to use either hand sanitizer or soap and warm water for 20 seconds on all areas of hands and wrists before being moved to the treatment area.
6. Patients are strongly encouraged to wear their own masks. If they do not have access to a mask, one will be provided.
7. Patients may pay in cash, but due to the significantly increased operating costs we are strongly encouraging patients to pay with [DEBIT](#).
8. Patients should avoid touching their faces during their appointments.
9. If patients need to cough or sneeze at any point, they are to advise the practitioner as soon as possible and direct it into a tissue or their sleeve at the elbow. They will then be required to sanitize again.
10. Unless it is an absolute emergency we ask patients not to use our washroom facilities

Clinic Guidelines and Procedures

1. Only TWO actively treating PRACTITIONERS will be in the clinic at any given time.
2. No walk-in patients are to be accepted at this time. New patients need to call the clinic and be screened appropriately.
3. Appointments for EXISTING patients will be booked but must follow a telephone/email screen and the COVID-19 SCREENING QUESTIONS procedure as stated above.
4. Only TWO patients at a time can be seen at the clinic.
5. Each appointment will be scheduled in a staggered manner to ensure the absolute minimum number of bodies in the clinic at any time, and to allow full sanitization procedures between patients (see below). This might mean that appointment times start on the :15 or :45 of the hour.
6. Patients will be directed to wait outside until we direct them in. The waiting room is NOT to be used.

7. Patients have been instructed to come alone to appointments. If someone has accompanied them, that individual is NOT allowed in the clinic and must wait for them outside the clinic.

8. Cash Payments are still being accepted at this time, but TAP **DEBIT** transactions are preferred.

9. Practitioners should NOT shake hands with patients.

11. Practitioners will have available to them gloves and surgical masks to be used at their discretion. Gloves will be discarded after one patient use. One mask is sufficient for one practitioner shift, especially due to world shortages. Practitioners are NOT to touch the filter of the mask.

Sanitization Procedures Between Patients with Hospital Grade Sanitizer

1. Practitioner will wash their hands immediately for at least 20 seconds with warm water and soap before directing the patient out of the treatment room for payment/rebooking.

2. Once patient exits the clinic, the practitioner will immediately clean any area used with the patient with disinfectant wipes or sprays. This includes any equipment, treatment tables, door handles from the outside main door to the treatment door, POS machine, and any other item used/touched.

3. Practitioners will thoroughly wash their hands AGAIN for at least 20 seconds with warm water and soap. Hand sanitizer should then be applied.

Sanitization Procedure During, And At End Of Day with Hospital Grade Sanitizer

1. Deep clean all other areas of the clinic that are “traffic areas”. This includes reception desk and keyboard, phone, washrooms and other clinic areas.

2. End of day deep clean over and above COVID-19 protocol of treatment area used throughout the shift. This includes light switches, drawers and fridge door.

3. Cleaning is to be done with disinfectant wipes and/or sprays.

Stevens Chiropractic and Massage Therapy reserves the right to update and amend these procedures and protocols at any time for the safety of their staff and patients.