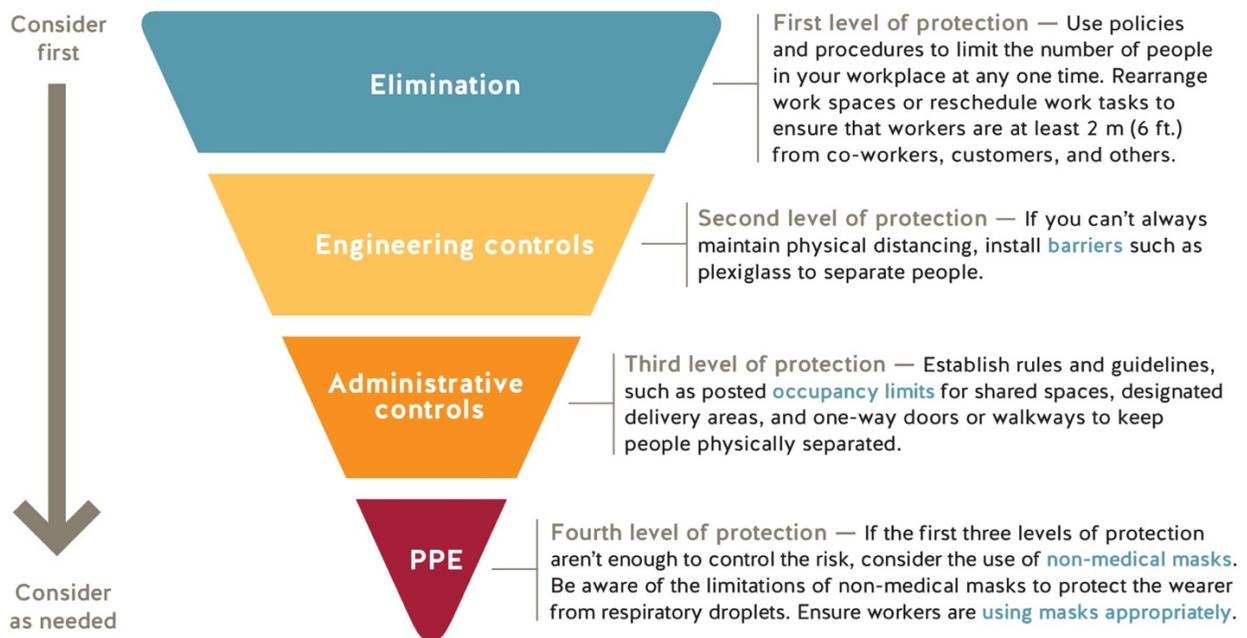


This document summarizes the COVID-19 safety plan for Highland Family Practice. The intent is for this document to remain fluid, with amendments as required when new guidance or information becomes available related to the SARS-CoV-2 virus. Preparation of this document was done with the involvement of all the physicians and employees of Highland Family Practice. The sample WorkSafe BC COVID-19 safety plan (available from the WorkSafe BC website) was used as a template, and resource.

The goal of our safety plan is to reduce the risk of person-to-person transmission of the SARS-CoV-2 virus within our workplace. This is in an effort to protect both employer and employee, as well as any community members utilising our services. Transmission of this novel virus is primarily by droplet spread. The following graphic was copied from the sample WorkSafe BC COVID-19 safety plan. It provides the framework for our efforts at reducing viral transmission within our office.



First Level Protection

Goal: Limiting number of people in the office and ensuring social/physical distancing of a min. of 2m. whenever possible.

- Reduction in physicians in office at any one time from 4 to 2; physicians who would ordinarily be working but are not scheduled to work in the office will work remotely from outside the office (ie. Home or hospital).
- Adoption of phone +/- video conferencing for patient visits (eg. Shaw Smart Voice app, Cortico web portal) and electronic faxing (eg. SRFax) to facilitate working remotely by physicians. This will help reduce the need for in office examinations to those deemed otherwise necessary to optimize a patient's care, and/or to provide a service that cannot be offered remotely.
- All patient appointments will take place via phone or video. If required and appropriate, a scheduled in-person appointment will be offered.
- Reduction of in office patient visits to maximum of one visit every 30min. per exam room.
- Limiting patient escorts to one essential care provider only (eg. A parent with their child).
- Reduction of chairs in exam rooms to one, not including stool for physician or nurse.
- Limiting patients in waiting room to one per physician or nurse, unless patient circumstances dictate otherwise (eg. Arrived in taxi); any other patients for that physician will have to wait outside or in their vehicle, until prompted to come in by front desk staff.
- Reduction of chairs in waiting room to allow for a minimum of 2 meters between chairs.
- Recommending booked appointments with the nurse; drop-in patients to be accommodated only if an emergency, or if able to adhere to our guidelines on physical distancing, waiting room capacity and appropriate cleaning of nursing materials/space.
- All staff to maintain 2 meter distance between their selected work station. This will potentially require one of the front desk staff to work in the physicians' common work area, or in one of the vacant patient exam rooms.

Second Level Protection

Goal: Engineering changes. Ie. barriers/partitions

- Maintaining a 2 meter barrier between patients and staff at the front desk with a line of chairs in front of the desk. This measure will ultimately be replaced by:
- Planned instillation of a free-standing, solid plexiglass partition on the front desk. The partition will be securely attached to the desk to prevent it from falling and/or injuring someone. It will not block the passage of people to the side of the desk, to facilitate required staff movement, as well as maintaining an ability to leave the area quickly in an emergency.

Third Level Protection

Goal: Administrative protocols for all members and patients of our office

- Front door signage, answering machine message and office website reminders for patients to avoid entry into the office should they have any COVID-19 symptoms, unless dictated otherwise by the treating physician. These avenues will serve as pre-screening of patients prior to any in-office visit. Further screening by staff may be instituted depending on a patient's presenting symptoms.
- Any physician or staff member with symptom(s) suggestive of possible COVID-19 are to not come in to work. Self-referral to the local COVID-19 assessment clinic (phone #: 1-844-901-8442) for swabbing should be done as soon as possible. Staff can confirm a safe timeline for return to work via phone consultation with one of the office physicians. Return to work planning to be done in conjunction with public health officials if staff member positive for COVID-19.
- Food to be eaten when bookended by proper hand sanitizing, and without touching workstation at same time. A coffee mug or water bottle may be used at one's workstation.
- No communal food for sharing within the office.
- Hand sanitizing station near front door for all patients to use upon entry into clinic.
- Hand washing instruction signage to be placed in staff and patient bathrooms.
- All staff/physicians to wash/sanitize hands upon arrival at work, before and after any patient contact, and at time of egress from clinic.
- All staff to follow cleaning protocols, as outlined in Appendix A.
- Masks to be worn by physicians, staff and patients when 2m. physical distancing not possible. Cloth masks may be used by staff and offered to patients. Any cloth mask used by a patient is to be placed in the identified bin and machine washed daily.
- Limit transfer of paper between staff and patients as much as possible. This can be facilitated with contactless credit/debit payments instead of cash and offering to fax (or email, if consent provided by the patient) forms/prescriptions/lab requisitions/etc. on behalf of the patient.
- Nursing to maintain a minimum 2 week supply of cleaning materials (hand sanitizer, soap, anti-viral wipes, paper towel, etc.) and PPE (medical masks, gloves), liaising with clinic physicians as needed if this is not possible.
- Using the Comox Valley Division of Family Practice as a contact point for additional cleaning material and/or PPE if our office is unable to maintain a safe supply using our usual procurement routes.

Fourth Level Protection

Goal: Use of Appropriate PPE

- PPE usage to follow guidelines put forward by the BCCDC, as outlined by Island Health's website:
<https://medicalstaff.islandhealth.ca/personal-protective-equipment-ppe-utilization>
- Signage posted in physician and nursing areas outlining proper donning and doffing of PPE.
- Reusable masks and gowns to be washed daily if soiled.
- We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- We understand that if PPE is not available, staff and physicians are not expected to risk their own health by providing in-person care.
- We have trained staff and team members to use PPE properly, following manufacturers' instructions for use and disposal.

Appendix A: Cleaning Protocols

As defined by the BC Centre for Disease Control (2020), **cleaning** is the removal of soiling while **disinfection** is the killing of viruses and bacteria, and is never used on the human body. When the term “disinfection” is used in this document, it is assumed that cleaning will occur prior to disinfection

- Towels or any other items contacting a client are to be discarded or laundered between each use.
- Any non-disposable instruments used in a patient encounter are to be disinfected prior to the next patient being placed in the same exam room.
- Any exam room surfaces which have come in contact with the physician or patient are to be disinfected prior to the next patient being placed in the same exam room.
- Exam rooms to be left for 10min following a patient encounter before cleaning, to allow for the settling of any droplets.
- Exam room computer keyboards, mice, light switches and door handles are to be disinfected at least twice a day.
- Bathroom surfaces to be disinfected at least once a day.
- Staff are to wear a mask and gloves, with the option of eye protection if they choose, when cleaning
- Only cleaning/disinfecting products approved for COVID-19 use by Health Canada are to be used:
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>