

COVID - 19 INFORMATION RELAUNCH CONSIDERATIONS

Distancing Measures

- Maintaining a 2-meter separation between all individuals (e.g., employees, customers, and patients), unless a medical treatment or assessment is performed or proper physical distancing is not possible, at which point, continuous masking is performed by staff.
- Restricting the number of employees, customers, and patients in our office to a maximum of 15.
- Installation of a physical barrier at our reception area now offers separation between employees, customers and patients within our office.
- Separation between desks and workstations if offered to staff by means of having their own offices, except at reception where two staff share a work space and will perform continuous masking when working together in this space.
- Elimination or re-structuring of non-essential gatherings (e.g. meetings, training, etc) of workers by facilitating virtual meeting, and teleconferencing in place of in-person gatherings.
- Limiting the number of people in shared spaces (such as lunchrooms) by encouraging staff to each lunch in their vehicles or offices and by staggering chairs in the break room to encourage physical distancing.
- All inquiries regarding the purchasing of products will be answered initially with our clinic policy "COVID -19 Purchasing of Products Script", adhering to Phase 1 of Alberta's Relaunch Strategy, and each subsequent phase as we progress into them.
- When there is not enough room in our waiting room to maintain physical distancing measures, overflow patients are asked to wait in their car until their care provider is ready to begin the respective appointment.
- Interactions between employees, patients, and customers that occur via curbside pick-up are intended to be completed as immediately as possible and with minimal to no interaction at a distance of less than 2 metres.
- Staff, patients, and customers are reminded to observe physical distancing while collecting goods and to perform hand hygiene after handling goods with respect to all retail sales.
- Until the beginning of Phase-2 of Alberta's Relaunch Strategy, our office continues to cancel all medical aesthetic appointments, utilizing our clinic policy "COVID-19 Rescheduling Script".
- All patients attending appointments at our clinic are notified that they must attend their appointment alone (as per our clinic policy "COVID-19 Appointment Confirmation and Screening Script"), unless necessary and arranged ahead of time.

Cleaning

- Utilization of a "wipe-twice" method to clean and disinfect, occurs using a disinfectant that has a Drug Identification Number (DIN) and a viricidal claim (efficacy against viruses).
- High-traffic/communal areas such as washrooms and reception areas are cleaned and disinfected hourly, and assessment/treatment rooms are cleaned and disinfected between each patient, including the following: doorknobs, light switches, toilet handles, faucets and taps, counters, chairs, phones, keyboards, desktops, customer service counters, and Interac machines.
- Use of only Health Canada approved hard-surface disinfectants and hand sanitizers are used within our office for use against COVID-19, following instructions on the product label to disinfect effectively.
- Disposable disinfectant wipes are available in each room for employees to regularly clean commonly used surfaces.
- All communal items that cannot be easily cleaned, such as newspapers, magazines, and flyers have been removed.
- Skincare testers have been removed from our skincare display unit.
- Our return policy remains the same for product purchases, where all returns are disposed of and not placed back on the shelf for re-sale.
- All staff have completed the World Health Organizations (WHO) "Infection Prevention and Control (IPC) for Novel Coronavirus (COVID-19)" course, as well as the WHO's "ePROTECT Respiratory Infections" course.

Screening For Symptoms

- Employees are required to perform the My Health Alberta – COVID Self-Assessment each day before entering the building for work.
- Patients are told upon booking and during their appointment confirmation call, that they may not enter the building if they are sick with any cold-like symptoms such as cough, fever, runny nose, sore throat or shortness of breath (using our clinic policy " COVID-19 Appointment Confirmation and Screening Script").
- A visual reminder of the screening criteria is notable upon entrance, where a receptionist then also provides a verbal reminder of the criteria for being able to enter the clinic further and attend their appointment that day.
- Virtual and telephone appointments are offered to help ensure patient access to care and compliance with new regulations.
- Employees are aware that if necessary, they may utilize their allotted sick leave or be paid to work from home, ensuring that there is no disincentive for employees to stay home while sick or isolating.
- For the purposes of contact tracing, all employee and clinic operation records have been verified for up-to-date information so that the following could be provided in the event of a positive case: roles and positions of workers, who was working onsite at any given time, and if an employee worked with anyone else on any given shift.

Personal Protective Equipment (PPE)

- The use of surgical masks is mandated in our office for all employee, patient, customer or contractor interactions where physical distancing is not possible.
- Gloves are worn by all professionals in our office that are required to physically touch any patients.
- Masks, gowns and gloves are worn for all excisional and biopsy related procedures.
- As a PCN Member Clinic, AHS is allocating personal protective equipment (PPE) and small amounts of cleaning supplies to our clinic and distribution is being coordinated by our local PCN.
- All staff have completed the World Health Organizations (WHO) "Infection Prevention and Control (IPC) for Novel Coronavirus (COVID-19)" course, as well as the WHO's "ePROTECT Respiratory Infections" course.
- All staff have reviewed the Donning and Doffing of PPE posters and videos on the AHS website.

Responsibilities

- Our Clinic Nurse & Director of Operations will be responsible for ensuring staff, patients, customers, and contractors are all following our precautionary measures.
- All employee records have been verified for up-to-date contact information in the event of staff exposure to an infected individual.
- Disciplinary action would be perused for any staff that are non-compliant with the office precautionary measures, utilizing our clinic policies and procedures, beginning with a verbal warning.
- Customers, patients, and contractors who are non-compliant with our measures will be asked to leave, and the police will be called if the individual refuses to observe and respect these necessary measures.