

COVID-19 Safety Plan

May 16th, 2020

West Coast Shiatsu Clinic

West Coast Shiatsu Clinic has developed this **COVID-19 Safety Plan** by '[Covid-19 and Returning to safe operation\(B.C's Restart Plan, Phase 2\)](#)' and '[Protocols for returning to operation for Personal services](#)' through **WorkSafeBC**.

1. Client management

- We will ask clients when booking whether they have symptoms of COVID-19 such as fever, cold, coughing and sneezing. We will ask them to cancel their appointment if they develop symptoms or have a family member who is confirmed or suspected of COVID-19. We will also remind clients of this policy when they arrive for their appointment. We will do this asking of their condition and reminding our policy to the walk-in clients as well.
- We will notify all of clients that everybody in our clinic include all clients and all workers such as Shiatsu therapists, supervisors, operators, and owners will wear masks and should keep the physical distance each others from entering time to leaving time except the actual treatment time, we will ask every pre-booking clients provide their own mask.
- We will also ask clients wear clean clothes.
- We will advise clients to remain outside the premises until their scheduled appointment time if waiting area is already occupied by another one client.
- We will ask clients should arrive alone if possible but we will consider for disabled individuals and those persons who require accompaniment.
- We will eliminate booking large groups for services unless physical distancing can be maintained.
- We will manage to limit the number of people on-site.
- We will avoid shaking hands or other unnecessary physical contact.
- We will have all clients wash their hands or use alcohol-based hand sanitizer upon entering our clinic.
- We will ask clients to remove and replace their own jacket rather than be assisted by a staff member.
- We don't offer water or other food and beverage items to clients. If clients request water, we are using disposable cups instead of shared items.
- We establish policies as putting poster around hand washing include having workers wash hands before and after each client, at the beginning and end of shift, after handling money and after touching used towels, gowns, and tools and equipment.

2. Managing work place(including work stations, reception area, clients waiting space, staffs room, tools and equipment, and enhanced cleaning and disinfection)

- We arrange work stations(treatment beds or chairs) of shiatsu therapists to ensure adequate physical distancing of 2 metres between stations is maintained.
- We rearranged gathering areas such as break areas, lunch rooms, and supply rooms to ensure safe physical distances can be maintained.
- We all staffs will all the time keep the physical distance at reception and other interior areas.
- We removed newspaper, booklets and brochures from client waiting areas and the reception area.
- We will try to limit the use of cash and limit the handling of credit cards wherever possible, by allowing clients tap their cards and handle the card readers themselves. We will encourage tap payment over pin pad use.
- We will provide a barrier(plexiglass/plastic board) at our reception desk to maintain physical distance and not to get droplets during talking in between worker and client.
- We will clean and disinfect all tools and equipment between each client includes our reception counter area for the registration form, the pen for writing, card-payment machine and the barrier(plexiglass/plastic board) as well. We will also do extra cleaning of Shiatsu beds(tables), chairs and face pillows.
- We are using a fan for good air circulation through our space which is already an airy open area.

3. Providing Shiatsu Service(Personal Service)

- For our Shiatsu treatment service where physical distancing cannot be maintained and other control measures such as barriers cannot be used, masks should be worn to reduce the risk of transmission. We will require clients to wear masks for our service to protect workers. We will ask workers should also wear masks to protect clients. We are providing masks for clients who have not brought their own.
- We might restrict or prohibit services identified as "high risk" where appropriate controls cannot be implemented. This may include facials area that require close contact over extended periods and where clients cannot wear masks.
- We are using a towel for each client and also during a shiatsu treatment, there is no skin contact as client stay completely clothed.
- We established hand washing practices that include washing hands before and after every client. We avoid touching the face (eyes, nose, and mouth) while providing services to clients.
- Our workers are already wearing a uniform at our work place and additionally we will allow workers to wear gown or apron to cover street clothing if they prefer. We will have these items removed and laundered at the end of each workday.