

COVID-19 Preparedness Plan for All Ways Well

All Ways Well is committed to providing a safe and healthy workplace for all our workers **and patients**. To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers, our management and our patients. Only through this cooperative effort can we establish and maintain the safety and health of our workers and workplaces.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. **All Ways Well** managers and supervisors have our full support in enforcing the provisions of this policy.

Our workers are our most important assets. We are serious about safety and health and keeping our workers working at **All Ways Well**. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by **discussing and reviewing all aspects of this plan as it was developed before agreeing on a final document**. Our COVID-19 Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Washington Department of Health (DOH) guidelines, federal OSHA standards related to COVID-19 and Governor Inslee's [Proclamation 20-25](#), and addresses:

- hygiene and respiratory etiquette;
- controls for social distancing;
- cleaning, disinfecting, decontamination and ventilation;
- prompt identification and isolation of sick persons;
- management and supervision necessary to ensure effective implementation of the plan.
- communications and instructions for patients.

Screening and policies for employees exhibiting signs and symptoms of COVID-19

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

Workers will take their temperature at the start of each work day before leaving home - if their temperature is 99.9 degrees or above they will immediately call in sick and begin monitoring symptoms. If no further Covid-19 related symptoms develop, and once they have been fever and symptom free for at least 48 hours they can return to work though they are encouraged to wait 72 hours or until they feel safe to return. If any further Covid-19 related symptoms develop they are

instructed to call their PCP to review signs and symptoms and proceed with Covid-19 testing as directed. If a doctor determines that their symptoms are not indicative of Covid-19 and they are not instructed to test, once they are at least 48 hours symptom free they can return to work. If they do test positive they must isolate and quarantine for 2 weeks or until they have no symptoms and have tested negative for Covid-19 and are released from their PCP to return to work. If any symptoms develop at the workplace, they should immediately cancel all appointments, send patients home and proceed home themselves to self quarantine while they watch and monitor their symptoms to determine next steps.

All Ways Well has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. **Workers are instructed to stay home if they or any family member exhibits Covid-19 symptoms until they and family members are symptom free or test negative for Covid-19 per the same requirements outlined above under our self-monitoring policy.**

All Ways Well has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time. **If a worker or patient tests positive for Covid-19 all other workers and patients who were in the office for 5 days prior to that person exhibiting signs and testing positive and anyone who was exposed on that day or after will be immediately notified of possible exposure via phone call, text or email. The worker will also be instructed to notify the WA DOH directly or through their PCP.**

In addition, a policy has been implemented to protect the privacy of workers' health status and health information. **The specific identity of the infected worker or patient will not be included in the exposure notice to other workers and patients to protect the patient or workers' privacy.**

Handwashing

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, at the beginning and end of each patient contact, prior to any mealtimes and after using the toilet. All customers and visitors to the workplace will be required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

The bathroom is right across the hall from the office suite and patients and workers are directed to wash hands their frequently. Alcohol based hand sanitizer is available at the front desk and/or by the patient seating area in each room. Back stock to refill hand sanitizer pumps is on hand at all times.

Respiratory etiquette: Cover your cough or sneeze

Workers, customers and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette is supported by making tissues and trash receptacles available to all workers, customers and visitors. **CDC “Cover Your Cough” signage is posted in each room to remind workers and patients of proper cough etiquette at all times.**

Social distancing

Social distancing of six feet will be implemented and maintained between workers, patients and visitors in the workplace when possible through the following engineering and administrative controls:

- **A “[Covid-19 Information Page](#)” has been placed on the All Ways Well homepage for patients to review before treatment and outlines basic expectations for patients entering the clinic. A link to this page is provided in an automated reminder email to patients before each treatment.**
- **Patients are instructed before each visit to regard their car as their waiting room - their provider will greet them at the entrance of the building and escort them inside so that patients do not wait in a waiting room area with others at any time.**
- **Patient chairs are placed 6 feet from the provider chair on the other side of the front desk so that intakes can be completed at a minimum safe distance.**
- **Intake forms are provided electronically so that they can be completed online outside the office with no paperwork handling in the office.**
 - **If the patient cannot complete said paperwork online, paper copies are available.** If a single page is all that is required, that can be completed in the office at the appointment. If a multiple page intake form is required, it can be printed for the patient to take home and mail/fax/scan and email in to reduce face to face time in the clinic.
 - **Pens are disinfected before and after each use** using CDC approved disinfectants sufficient to kill Covid-19
- **Patients are advised to wear masks - cloth, surgical or other - during intake and face up treatment. Masks can be set aside for face down treatment and put back on once the patient is dressed before the provider re-enters the room for checkout. If a patient does not have a mask, the provider will have disposable surgical or “cover your cough” masks available for free or will have cloth masks available for purchase at a nominal fee.**
- **Providers continuously wear cloth or surgical masks and have extra on hand to swap out in case of coughing or being coughed or sneezed on.**
- **Credit cards are retained by the patient and scanned using a USB reader attached to the office computer - the provider never handles the card, only the reader. Patients swipe their own cards. After an initial swipe and charge, the card is saved on file and does not need to be brought out or handled again for subsequent visits.**
- **Telehealth visits are available and recommended for at risk patients and patients that do not feel safe coming in for treatment at this time.**

- **A Covid-19 risk assessment form including a review of symptoms and an assumption of risk is required before each treatment.** This is sent to the patient automatically and requested to be completed the day before or the morning of treatment to ensure that patients who are potentially infected are screened and that they stay home.
- **Temperatures are taken before patients are allowed entry to the office** using a no-touch temp gun before each visit.
- **Doors are opened by the provider as the patient is escorted in so that the patient has little to no contact with door handles coming in and out of the office suite.**
- **If a patient would like a cup of tea or water, the provider will fill the cup from the dispenser and provide it** to prevent the patient from coming in contact with the water dispenser in an effort to decrease contact with surfaces.
- **Patients are instructed to wash their hands or use hand sanitizer upon entering and exiting the office.**
- **The provider washes hands and/or uses hand sanitizer immediately before and after touching the patient with each point of contact.**
- **Between patients all high contact surfaces are cleaned using microfiber cloths and then disinfected using [EPA approved](#) disinfectant cleansers that can kill Covid-19.** This includes door handles, front desk surfaces, chairs, hand sanitizer pumps, light switches, TDP lamps, face cradles, hooks, hangers etc.
 - **Cupping and gua sha tools are also washed with soap and water and disinfected with EPA approved disinfectants.**
- **A minimum of 30 minutes is allowed between patients for the air in the room to settle and interior rooms without windows have HEPA filters in place to continuously filter the air in addition.**

Cleaning, disinfection, and ventilation

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, delivery vehicles and areas in the work environment, including restrooms, break rooms, lunch rooms, meeting rooms, checkout stations, fitting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc. **All high contact surfaces are cleaned between patients and at the end of each day.**

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications and are being used with required personal protective equipment for the product. **Norwex microfiber cloths are used for manually cleaning high contact surfaces and the EPA approved disinfectants for decontaminating against Covid-19 are used according to manufacturers specifications on said high contact surfaces.** Depending on availability this can include cleaners such as Simple Green Pro HD5 disinfectant, Simple Green Clean Finish, Pine-Glo, Clorox brand wipes and household disinfectant spray, PDI Sani Cloth wipes, Envirocide or Metricide. The specific cleaners used may change depending on availability but

will be EPA approved brands used to brand specification. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people such as keeping doors to treatment rooms closed when patients are inside and using HEPA filters in rooms with poorer air circulation.

Communications and training

This COVID-19 Preparedness Plan was communicated **through collaborative effort during the development process and then posted online** to all workers **as of 5/18/2020** and any necessary training was provided. Additional communication and training will be ongoing **through continuous review of the DOH website for Covid19 rules and regulations with changes to this plan on an as needed basis** and provided to all workers who did not receive the initial training. Instructions will be communicated to patients and visitors about: how drop-off, pick-up, delivery and in-office care will be conducted to ensure social distancing between the patients and workers; required hygiene practices; and recommendations that customers and visitors use face masks when dropping off, picking up, accepting delivery or in-store shopping. Patients and visitors will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19 **through the screening form required before each visit.** Management and workers are to work through this new program together and update the training as necessary. This COVID-19 Preparedness Plan has been certified by **All Ways Well** management and was posted throughout the workplace **5/19/2020**. It will be updated as necessary.

Certified by:



Rebecca Kitzerow, Licensed Acupuncturist, Owner

Appendix A – Guidance for developing a COVID-19 Preparedness Plan General

Centers for Disease Control and Prevention (CDC): Coronavirus (COVID-19) –
www.cdc.gov/coronavirus/2019-nCoV

Covid-19 Health Alert for Acupuncturists WA DOH –
<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/COVID19AEMPRRecommendations.pdf>

Businesses

CDC: Resources for businesses and employers – www.cdc.gov/coronavirus/2019-nCoV/community/organizations/businesses-employers.html

CDC: General business frequently asked questions –
www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html

CDC: Building/business ventilation –
www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Handwashing

MDH: Handwashing video translated into multiple languages –
www.youtube.com/watch?v=LdQuPGVcceg

Respiratory etiquette: Cover your cough or sneeze

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html CDC:
www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html MDH:
www.health.state.mn.us/diseases/coronavirus/prevention.html

Social distancing

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html MDH:
www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

CDC: www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Environmental Protection Agency (EPA):
www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

CDC: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html MDH:
www.health.state.mn.us/diseases/coronavirus/basics.html

Training

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html Federal OSHA:
www.osha.gov/Publications/OSHA3990.pdf