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UBC Student Health Service COVID-19 Work Place Safety Plan- Summary - Orchard Commons

Facility/Equipment –

- The front door of the clinic is closed and patients must ring the doorbell for entry.
- The clinic front door knob and door bell is cleaned twice a day by assigned staff.
- Light switches in the clinic are cleaned twice a day by clerical staff.
- We have posted a sign on the door stating everyone must have an appointment and these appointments can be booked by phone or online.
- Another sign is posted on the door about essential visitors only.
- Signs are posted about COVID-19 symptoms to alert both staff and patients before entering the clinic.
- Signs are posted about proper way to wear masks.
- Signs are posted with occupancy limits throughout the clinic (for the clinic, staff lounge and meeting room).
- The occupancy limit for the clinic is more specific to high traffic areas.
- The occupancy limit for the waiting room is two and a sign is posted.
- The meeting room when not being used can be used as the over flow waiting room.
- The occupancy limit for the meeting room is four and a sign is posted.
- The meeting room desk/computer, door knob and light switch is wiped down before and after each use.
- Numerous signs are posted about hand hygiene in the clinic and at every sink (including hand washing instructions, the proper use of hand sanitizer and when to wash your hands).
- There are numerous hand washing locations for staff.
- There are numerous hand sanitizers for patient use throughout the clinic.
- Lines/decals are on the floor to keep physical distancing while waiting to check in or to schedule another appointment with front desk staff.
- There are two chairs available for sitting in the waiting room.
- Unnecessary items have been removed from the waiting room.
- UBC housekeeping cleans the clinic waiting room and bathrooms at the end of each day.
- UBC housekeeping removes the garbage daily.
- The occupancy limit for the staff lounge is three and a sign is posted.
- The staff lounge area is cleaned twice a day by assigned staff.
- The water dispenser unit is cleaned twice a day by assigned staff.
- Office space or work space cleaning is performed by each individual working in their space for the day, this is done twice a day.
- Shared office equipment (including photo copy machine, credit card terminal, safe, cash box, clinic printers, label machine) is wiped down with hydrogen peroxide wipes twice a day by assigned staff.
- Frequently touched equipment such as fridge door handles in the lab area is wiped down with hydrogen peroxide wipes twice a day by the clerical.

- Cleaning equipment (such as stethoscope, BP cuffs, otoscopes, ophthalmoscopes, exam table, work surface, keyboard, mouse) is done after every patient.
- The two exam rooms have limited contents.

Clerical/Nurses/Physicians –

- Protocols are in place and have been reviewed with all staff members.
- These protocols will be updated as needed.
- A rotational remote work schedule is followed to limit staff in the clinic each day.
- Clerical staff have been cross trained to cover different positions.
- There is a clinic policy known to everyone instructing staff when to stay home when ill, when to get tested for COVID-19 and when to return to work.
- All staff are required to complete the Daily Self-Assessment Covid-19 Screen and to report that they have tested negative by signing the Daily Staff Covid-19 Self-Assessment check sheet.
- All desks are spaced and specific offices are allocated to all staff on a daily basis to ensure physical distancing.
- Cleaning of space/desk and frequently touched surfaces (such as keyboard, mouse, telephone) is done twice a day with hydrogen peroxide wipes by the staff member using the space.
- All staff are required to clean their hands frequently throughout the work day.
- Breaks are staggered to limit individuals in the staff lounge.
- There is limited seating in the staff lounge of three and the occupancy sign is posted.
- All staff is aware to not share food or utensils.
- Surgical (medical) masks are used when interacting with co-workers and when physical distancing cannot be done.
- All staff use of goggles or face shield, surgical mask, gloves, and +/- long sleeved gowns with cuffs (optional) when interacting with patients when physical distancing is not possible.
- Large plexiglass screens are in place when clerical interact with patients at the front desk when physical distancing is not possible.
- The plexiglass screen is cleaned twice a day by clerical staff.
- Providers are allocated to one office and one exam room per day.
- Staff meetings and other training needs are conducted virtually.
- We will maintain a two week supply of PPE at all times.

Patient safety -

- Patients can call to book virtual appointments or book virtual appointments online.
- The need for in person visits are decided by our providers after a virtual visit.
- Visit history is obtained virtually prior to in person visits to limit in person contact time.
- In person visits focus on the required physical examination only to decrease any risk of exposure.
- Patients are encouraged to stay home if they are sick with every appointment confirmation and reminder.
- Patients are encouraged to complete online BC Self Assessment COVID-19 screening if they are unsure and to decide if testing is necessary.
- If a patient has been instructed by a provider to pick up material (eg. swabs) this will be done at the door without the need for the patient to enter the clinic.
- If possible, anything that can be sent to the patient electronically will be sent electronically in a secure manner.
- Patients are suggested to come alone.

- Patients are encouraged to wear their own surgical (medical) mask.
- At the clinic door, patients are provided with a surgical (medical) mask to be worn during their in person visit if they do not already have a medical mask on.
- Instructions on how to wear a mask properly are posted in the clinic.
- Patients are screened for COVID-19 symptoms 3 days before their appointment and again in person after they arrive for their appointment.
- If patients screen positive for symptoms, they will be taken to an exam room where the provider will take a COVID-19 swab and send the patient home with post testing self isolation instructions.
- If patients screen positive due to travel or exposure, they will be taken to an exam room where the provider will send the patient home with travel/exposure self isolation instructions.
- One MOA in appropriate PPE will be assigned each day to open the clinic door for each patient and to ensure the waiting area does not exceed occupancy limits.
- The MOA will also direct the flow of traffic of people into and out of the clinic.
- Everything that comes in contact with a patient will be disinfected (pens, clipboards, medical instruments, stethoscopes).
- Hand sanitizers are available for patients to use upon entry and exit of the clinic.
- Providers wear goggles/face shield/safety glasses, surgical mask, gloves, and +/- long sleeved gowns with cuffs when face to face with patients.
- Maintaining physical distancing in the exam room is maintained.
- In person patient appointments are limited throughout the day and booked in a staggered fashion.

Typical procedure for Doctors/NP:

- VCH dress code is followed (see Dress Code in the resources/links document) specified shoes are to be worn at work only.
- Arrive to work without any symptoms (do not go to work if feeling ill, take the screening test if unsure, return to work following BCCDC flow chart).
- Change into work shoes.
- Wash hands for 20 sec or use hand sanitizer.
- In your designated office, wear gloves and wipe office work space and surfaces/equipment (including keyboard, mouse, computer and monitor power switches, telephone buttons and head set, cell phone if applicable) and high touch areas (including door knobs and light switches) with hydrogen peroxide wipes.
- Maintain physical distancing with others at all times if possible.
- Throughout the day, wear a surgical (medical) mask if unable to physically distance from co-workers and wash hands or use hand sanitizer frequently.
- When seeing patients in person, wear face shield/safety goggles, surgical mask, gloved and long sleeved gown (optional).
- Remove and dispose of PPE properly after each patient visit if COVID-19 is suspected (instructions are posted at every exam room).
- When assessing non COVID-19 related patients in person, proper removal of gloves and hand washing will be done between patients if seeing non COVID-19 related patients back to back (see detailed instructions on work flow when seeing patients).
- Surgical (medical) masks after an in person visit are disposed of after procedures but not after non-procedure visits.
- Clean stethoscope and other equipment used with hydrogen peroxide wipes after each patient visit.
- Use the same exam room for the rest of the day and confirm the room has been cleaned by the MOA before bringing in another patient into the exam room.
- At the end of the day, wipe down office work space and surfaces/equipment again.

- Wash hands for 20 sec or use hand sanitizer when leaving the clinic.
- Change shoes to wear outside of the clinic leaving work shoes at work.

Typical procedure for Nurses (if working at Orchard Commons):

- VCH dress code is followed (see Dress Code in the resources/links document) and specified shoes are to be worn at work only.
- Arrive to work without any symptoms (do not go to work if feeling ill, take the screening test if unsure, return to work following BCCDC flow chart).
- Change into work shoes.
- Wash hands for 20 sec or use hand sanitizer.
- In your designated area, wear gloves and wipe office work space and surfaces/equipment (including keyboard, mouse, computer and monitor power switches, telephone buttons and head set, cell phone if applicable) and high touch areas (including door knobs and light switches) with hydrogen peroxide wipes.
- Frequently touched equipment such as fridge door handles in the lab area are wiped down with hydrogen peroxide wipes twice a day by the nurses.
- Maintain physical distancing with others at all times if possible.
- Throughout the day, wear a surgical (medical) mask if unable to physically distance from co-workers, wash hands or use hand sanitizer frequently.
- When seeing patients in person, wear face shield/safety glasses/goggles, surgical mask, gloved and long sleeved gown (optional).
- Remove and dispose of PPE properly after each patient visit, typically gloves unless other PPE is soiled or wet.
- Wipe work space, face protective equipment, stethoscope and other equipment used with hydrogen peroxide wipes after each patient visit.
- Use the same area for the rest of the day and clean the area between patients.
- At the end of the day, wipe down office work space and surfaces/equipment again.
- Wash hands for 20 sec or use hand sanitizer when leaving the clinic.
- Change shoes to wear outside of the clinic leaving work shoes at work.

Typical procedure for Clerical:

- VCH dress code is followed (see Dress Code in the resources and links document) and specified shoes are to be worn at work only.
- Arrive to work without any symptoms (do not go to work if feeling ill, take the screening test if unsure, return to work following BCCDC flow chart).
- Change into work shoes.
- Wash hands for 20 sec or use hand sanitizer.
- In your designated area, wear gloves and wipe office work space and surfaces/equipment (including keyboard, mouse, computer and monitor power switches, telephone buttons and head set, cell phone if applicable) and high touch areas (including door knobs and light switches) with Accel wipes.
- The photocopy machine, credit card terminal, safe, cash box, clinic printers, label machine are wiped down twice a day by clerical staff.
- Maintain physical distancing with others at all times if possible.
- Throughout the day, wear a surgical (medical) mask if unable to physically distance from co-workers and wash hands or use hand sanitizer frequently.

- When interacting with patients in person, wear safety glasses, surgical mask and gloves.
- At the end of the day, wipe down office work space and surfaces/equipment again.
- Wash hands for 20 sec or use hand sanitizer when leaving the clinic.
- Change shoes to wear outside of the clinic leaving work shoes at work.

See:

UBC Student Health Service COVID-19 Work Place Safety Plan- WorkSafe BC

UBC Student Health Service COVID-19 Work Place Safety Plan- resources and links document

UBC Student Health Service COVID-19 Work Place Safety Plan- BCCDC checklist document

UBC Student Health Service COVID-19 Work Place Safety Plan- Doctors of BC template – reviewed and adapted for SHS

UBC Student Health Service COVID-19 Work Place Safety Plan- In patient visit work flow

Mask Use in Health Care Facilities During the COVID-19 Pandemic.

Updated November 30, 2020