



# **Symmetrix COVID-19 safety Protocol**

**November 2020**

The purpose of this guide is to provide a plan for resuming in-clinic operations and as a reference for staff and managers to reduce as much as possible the risk of transmission of COVID-19 in Symmetrix facilities.



# Protocol

## Control access to Symmetrix facility

Symmetrix will be open to clients only when at least one staff member is present. **At least one staff member who is trained in the COVID protocol is required to be present** to ensure physical distancing rules are followed and that disinfection of equipment is being performed after each use.

## Manage customer entry points

Markers (tape or sign) spaced by two metres are required at the entrances to provide queues to clients that encourage physical distancing

## Limit occupancy by 50%

Only 5 people (max 2 clients, or 3 clients where one is a non-distancing pair) will be allowed into the facility at any one time to ensure there is sufficient space to allow patrons to remain two metres from one another. Clients are to wait outside before being invited in and should arrive ready to begin their session

1. **Clients are first encouraged to do online video sessions** to eliminate risk of transmission of COVID-19
2. Clients and trainer must occupy 1 of either exercise station (1 upstairs 1 downstairs), clearly marked
3. No gatherings are permitted in the facility
4. Visitors are not permitted in the facility
5. Client sessions will be reduced to 55 minutes (or 25 or 40) to eliminate cross-over of clients inside the facility to ensure staff have sufficient time to clean and disinfect equipment and other surfaces between uses
6. Cleaners, maintenance and other personnel are not permitted in the facility while sessions or sanitizing are taking place
7. Admin and managers to prioritize working from home

## Mandatory 2m physical distancing between clients, staff and one another at all times



Clients and staff are required to conduct their session keeping 2 meters distance at all times. Clients are to exit the facility without unnecessary delay. Equipment should not be shared or used simultaneously by distancing clients. Please leave all belongings in the car or at home and only bring yourselves in. Bathroom (Vancouver location) and change room (Burnaby location) is closed to clients to avoid congregation (with exception of urgent need for bathroom). Please wait outside until your appointment time. Group classes and seminars are not permitted in the facility.

**The only exception to 2m distancing rule is during assessment.** When assessments are taking place and staff are within 2m of the client masks are required by the kinesiologist *and client*.

Medical emergencies are exempt from distancing rules, see first aid protocols.

## **Mandatory Masks for Staff, for clients (Burnaby only)**

**Yaletown and Burnaby locations:** All staff are required to wear a 3-layer mask. Clients are strongly encouraged to wear a mask. Cloth masks are available for \$10.

**Burnaby location only:** Masks (and other PPE) required by staff and all clients and 3-layer masks for staff are mandatory

## **No shared food or beverage containers**

Clients must bring their own water bottles into the facility and are not permitted to use cups from the kitchen.

## **Post signs for staff and clients**

**Signs should be placed at entrance to and throughout the facility to:**

1. Notify clients that they should not enter if they have the symptoms of COVID-19 (at entrance)
2. Remind clients of 2m physical distancing requirement (throughout)
3. Remind clients of new handwashing procedures (throughout)



## Health screen for clients and staff

Each client will be asked either by phone 24hrs prior to arrival (all new clients for initial assessment) or in person before they enter (returning clients)

- Do you have any of the following symptoms: coughing, fever, sore throat or difficulty breathing?
- Have you recently been in close contact with someone who has tested positive for COVID-19?
- Have you traveled outside the country in the past 2 weeks?

These questions are available as chart templates.

Any client who fails to answer no to the questions above will be denied entry and their session will be rescheduled. **Staff must use objective reasoning, such as failure to answer no to the above questions, in order to deny entrance.** Please direct anyone with symptoms of COVID-19 to Vancouver Coastal Health self screening tool <http://www.vch.ca/covid-19>. In the case of a conflict between a client and staff due to screening, the manager should be alerted immediately.

**Staff are required to self-monitor for symptoms of COVID-19.** If any staff experience symptoms of the illness (a fever, cough or difficulty breathing) they must not report to work and follow the Vancouver Coastal Health self assessment.

## Use contactless scheduling, check-in, charting and payment

Jane App will be used exclusively for scheduling, check-in, charting and credit card payments. E-transfers are an acceptable alternative, please send to kent@symmetrix.ca. Cash is accepted in an envelope to minimize handling and proximity.

## Hand sanitizer and hand washing stations at entrance and within the facility

Hand sanitizer is available for clients both at entrance and a source at each client station. Clients are encouraged to use soap and water upon entering and leaving.



## Use effective disinfectants

All cleaners and disinfectants must be verified effective at neutralizing SARS-CoV-2.

1. mix 10 ml bleach (5.25%) with 990 ml water to achieve a a 500 parts per million chlorine disinfectant solution
2. **Alternative:** Mix 3 ml of QUATs with 990ml water to achieve 400 parts per million (WHMIS)
3. Use a paper towel or a clean rag between each sanitization
4. Alcohol (70%) liquid or gel for hands

## Sanitization procedure

Staff are responsible for sanitizing each piece of equipment used during clients sessions using approved disinfectant with a disposable or clean reusable towel. Adequate time must be allocated to sanitizing after client session, or during client session immediately after use. New sanitizing procedures

1. The handle or working surface of each piece of equipment must be sprayed and wiped by staff after use including
  - a. Mats
  - b. Therabands (round or flat)
  - c. Weights
  - d. Bars
  - e. Exercise balls
  - f. Bosu balls
  - g. Machines
  - h. Mats or floors
  - i. Dumbbells
  - j. Foam rollers
  - k. Kettlebells
  - l. medicine balls
  - m. Lacrosse balls
  - n. Walking poles
  - o. Benches
  - p. Measuring tools (goniometer, scales, tapes etc...)
  - q. Yoga blocks



- r. "Peanut"
2. Equipment surfaces within 2m of area of heavy exertion (e.g. squat rack, should be sanitized)
3. Clients are required to use a mat for floor exercises

Additionally staff are required to sanitize high-touch areas in the facility including:

1. door handles inside and out
2. taps and light switches
3. Chairs
4. folding table
5. Laptops
6. Desks
7. ipads and phones

**Vancouver Location:** Once a week deep clean of entire studio on Thursday evenings

**Burnaby Location:** Twice a week deep cleaning of the entire studio on Wednesdays and Saturdays. Reception will disinfect all bathrooms and common areas including reception areas, kitchen area and front/back doors every 2 hours.

## **Reduce use of cardio machines**

Clients are asked to warm up outside prior to being admitted to the facility for their session. When necessary 2 metres distancing is required on cardio machines. Machines are to be properly spaced at 2m if in use side by side.