

COVID-19 IN-DEPTH SAFETY PLAN

CROSSROADS NATUROPATHIC

We have put many changes in place to ensure the safety of our staff and patients: First level:

- We have modified our type of naturopathic practice to be continuing to conduct many of our visits virtually with patients through secure video call.
- We have spaced out appointments with 20 minute intervals to ensure there is no overlap with patients waiting and so that we have adequate time to clean and sanitize rooms
- There will no longer be shared patient rooms for IV therapies.
- There are 3 designated waiting room spots that are adequately distanced within our lobby for patients to wait.
- We prefer that patients avoid waiting in clinic and as such, they are either brought into the treatment room right away or are encouraged to wait outside.
- During Naturopathic visits, our practitioners are at least 2 metres from patients while in rooms unless doing acupuncture or IV's which may require them to have closer very temporary contact (at which time they use masks and faceshields)

Second Level:

- We have installed glass at the front to prevent close interaction with our front desk staff.
- Our front desk staff is adequately spaced apart during their working hours to ensure the proper distancing.
- We have transitioned to new software that allows patients to be billed remotely the majority of the time. We are working towards

having an almost 100% contactless billing/booking process in the near future.

- All toys, magazines, brochures have been removed in shared patient areas.
- The waiting room is designed now to accommodate patients who are appropriately distanced and there are clear markings to denote this.

Third Level

- We have implemented many cleaning protocols – such as disinfecting all surfaces in the treatment rooms between each and every patient. (this includes chairs, desks, exam tables, stethoscope, BP cuff and any other equipment that was used)
- We frequently disinfect common touch points such as door handles, countertops, keyboards, phones multiple times per day.
- We no longer offer any water/tea to our patients but have disposable cups if it is absolutely necessary for a patient.

Fourth Level

- We recommend that our clinic staff and associates wear ear loop surgical or homemade masks while at the clinic. We require them during any interaction with patients or with other staff at the clinic.
- We have masks available for our staff and they have the option of wearing gloves throughout the day if they desire to do so.
- We recommend all patients entering the clinic wear a mask for the duration of their clinic visit.

General Practices:

- All patients require a booked appointment to come into the clinic.

- An e-mail is sent to each patient 24 hours before their appointment time that contains a pre-screen questionnaire. If there are any positives on this screening, the patient must cancel and re-schedule their appointment or switch to a virtual meeting.
- Patients are aware that they must cancel and re-schedule appointments if they have any symptoms of COVID-19, have travelled, have been in contact with someone who has COVID-19.
- Patients are aware that they must come to the clinic alone.
- Patients of Naturopathic Medicine are given the option to have a virtual visit instead of coming into the clinic.
- We have a greeter at the door that screens patients as they arrive. They ask a series of questions and have their temperature taken.
- Patients are asked to sanitize hands of which we have available throughout the clinic and upon entering the clinic. Patients can also choose to wash their hands in the washroom upon arrival.
- We have posters and signage throughout the clinic about protocols for hand hygiene.

Please reach out to us via e-mail at reception@crnaturopathic.com if you have any questions or concerns.

Be Well and Stay Safe!

Sincerely,

The Crossroads Naturopathic & Acupuncture Team

