

CAM sector wide Guide to infection prevention Covid-19

If you work in practice outside or within 1.5 meters, with or without touching the client

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1 Introduction

The infection prevention guideline Covid-19 has been developed in response to the policy pursued by the Dutch government to manage the Corona pandemic. One of the measures is a ban on all alternative or complementary and integrated care until 10 May 2020, which cannot be given with the 1.5-meter distance in mind. This guideline provides a handle for reopening practices in integrated and complementary care and how to act within the 1.5-meter society. A number of parties, FLICZ, RBCZ, KAB and NIBIG, have jointly taken the initiative to draw up a single protocol for the CAM sector, incidentally in consultation with a large number of professional groups, see also appendix 6.

This treatment protocol is for treating Corona negative clients. So, they are basically free from Corona-like symptoms or have had Corona and are no longer contagious. The latter is not unambiguous, but at the moment a period of 2 weeks after the last symptoms is assumed.

The CAM sector deals with different types of professionals, not all of whom can reopen their practice in the same way. Where it says "if applicable", it is therefore necessary to determine whether this applies. Treating clients remotely, not being in the practice room, can continue under normal rules. This guide takes into account different groups of professionals, i.e.

- The practitioner who does not have to touch the patient who comes to the practice and can keep the 1.5 meter distance;
- The practitioner who physically touches the client to practice his / her profession, whether or not using materials;
- The practitioner who treats the client at home.

This guideline is a starting point, it is not static, but can be subject to change as a result of:

- changes in the requirements of VWS or RIVM;
- input from therapists or professional organizations;
- input from evaluations held via clients.

Therefore, pay attention to the date of the document.

It is also emphasized that both therapist / therapist and client are expected to continue to use common sense.

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2 Communication of the treatment protocol

It is important to inform clients in advance of the rules set out in this treatment protocol to protect both the client and the practitioner. These rules will have to be respected by both practitioner and client.

The communication will be done on:

- The website of the practitioner, possibly on social media;
- The treatment protocol will be communicated to the clients in abbreviated form by, for example, sending them along with the confirmation of the appointment, see appendix 2;
- The most important rules will also be posted as a kind of checklist at the entrance, the coat rack or in the waiting room and / or dressing room, see appendix 3.

As a therapist, take extra time to answer questions from your clients and to remove any fears. Explain to the client which treatment is currently possible and which consequences and risks are involved. Include the client in the assessment made. This enables the client to make a decision himself and thus also to take his own responsibility. The provision of information is also important to limit the risk of complaints and claims: the client knows what he / she can and cannot expect and what risks he / she is exposed to. Record this consultation with the client, the considerations and agreements made in the file!

3 Before treatment

3.1 Layout of the rooms

Waiting areas

- The client comes alone as much as possible, preferably no one remains in the waiting area during treatment. People who cannot come alone (eg young children) are allowed to bring an accompanying person.
- The client arrives just before the appointment and therefore does not have to wait.
- Make sure that people can keep 1.5 meters away from each other.
- Place an open, or foot-operated, waste bin with bag in the waiting area.
- Any coffee machine and / or tap water supply for the client is out of use.
- The therapist is already available when the client enters. So plan appointments (extra) spaciouly.
- It is possible to opt for an active door policy, in which the practice is not readily accessible but is allowed to enter. This also reduces the number of contact points.

Toilet

- The toilet is preferably not used. Make sure the client is aware of this.
- If necessary, for therapy or client, the toilet can remain open.
 - o Clean the toilet after every client (see section 5.1 and appendix 4);
 - o Place an open, or foot-operated waste bin with bag in the toilet.
 - o Make sure the client can wash his hands with soap;
 - o Provide paper towels.

Practice room

- Remove everything that is not needed for the treatment from the practice room.
- Place a foot-operated waste bin with bag in the practice area.
- Adjust your interior so that sufficient distance is guaranteed, also in the waiting area.
- In between treatments, sufficient time must be allowed to clean all rooms where the client has been and to let the room air if necessary.

If applicable:

- When a counter is present:
 - o Remove everything that is not needed from the counter;
 - o Keep 1.5 meters away by, for example, drawing a line on the floor in front of the counter;
 - o If necessary, a plexiglass screen on the counter.
- A massage bench, treatment chair or the like is provided with:
 - o Cover (with or without paper);
 - o Face cover (disposable);
 - o Towel (s);
 - o In case of treatment with skin to skin contact, clients may be asked to bring their own fitted sheet and 2 towels to the practice.
- A plexiglass screen can possibly be placed between the client and the practitioner. This is at the discretion of the practitioner based on design of the practice space.

In the treatment room there are two closed bins / bags in which the used materials are put, after each treatment. There is a difference in materials:

- o Materials that are thrown away;
- o Materials to be washed.
 - When using extra material:
 - o Use pump bottles that you operate with the forearm;
 - o Use as much disposable material as possible;
 - o Clean well after each use (see appendix 4 Cleaning and disinfection).

3.2 Making the appointment While making the appointment with the client, a telephone or written triage takes place. See appendix 1 and the flow chart. At that time, the client will also be informed of the stricter household rules as they apply in practice. See appendix 2.

4 During the appointment

4.1 The consultation

- Clients still stay at home if they or one of their housemates have symptoms of Corona as indicated in Appendix 1.
 - o In order to prevent clients from wanting to come for financial reasons, the practitioner handles his / her cancellation policy smoothly. No costs will be charged if a client cancels last minute.
- Practitioner does not receive clients if he / she or one of the practitioner's housemates has symptoms of Corona as indicated in Appendix 1;
 - o Refer the client to a colleague in an emergency;
 - o Postpone the appointment to a later date;
 - o Practitioner ceases work for 14 days after the last day of symptoms.
- Follow the recommendations of RIVM.
 - o Greet each other without touching (no hands-giving);
 - o You sneeze or cough in a tissue, which you immediately throw away in a trash can. If that's not possible, sneeze or cough in your elbow;
 - o Wash hands with soap or disinfectant gel after sneezing or coughing.
- Keep 1.5 m away from conversations.
- Pay with pin (contactless as much as possible) or bank transfer (Tikkie);

4.2 Touching

- Speak as little as possible during skin-to-skin contact and physical examinations. This reduces the chance of contamination.
- Treat as far away from the patient's face as possible.

4.3 Children aged 0 - 12 years In accordance with the RIVM protocol on childcare, the CAM sector states:

- It is not always possible to maintain 1.5 m between therapist and child; between the parent and the therapist. Do this also for treatment in the home situation;
- In principle, in the home situation, there is no one in the room besides the patient.
- Only one parent / caregiver comes with the child.
- Triage questions are asked to both child and parent. If either complaint occurs, treatment cannot continue.
- Think about how the small child can be transferred safely if this is necessary:
 - o Place the child in the Maxi-Cosi or on a play mat.
- Above all, the emotional safety of the child must be guaranteed.

4.4 Protective equipment (PPE)

If the 1.5 meter can be guaranteed, no further protective means are required.

In accordance with the guidelines of the RIVM (see <https://lci.rivm.nl/covid-19/PBMbuitenziekenhuis>), it is currently not necessary to use PPE when treating clients who are not suspected of Covid-19, even if within 1.5 meters must be treated. This position of RIVM may of course change. In that case, this protocol will be adapted. Keep an eye on current events.

PPE concerns the following materials and requirements: (for the category see Appendix 1. Triage schedule).

PPE can be used at the therapist's request. The materials must then meet the requirements of RIVM and the materials must be used correctly, because incorrect use entails more risk of contamination.

5 Afterwards

5.1 Between appointments

- The contact points are cleaned between treatments. Think of doorknobs, armrests and table surface, but also your ATM, doorbell or telephone;
- We use disposable cleaning materials as much as possible;
- Wash hands before / after each client, after coughing, after visiting the toilet. Hand washing is done in the following way: <https://www.youtube.com/watch?v=G6uBxC1yZfk>
- When using alcoholic substances: use a minimum of 3 ml, rub the hands for at least 30 sec in the above manner, let the hands dry well and do not touch anything.
- Lubricate your hands regularly with moisturizing cream. Micro cracks can form in dry hands where the virus can hide.
- Keep nails short so that the virus cannot hide there.

If applicable:

- Thoroughly clean the used toilet after each client (see appendix 4);
- Change cover, face cover, towels, massage bench / treatment chair;
- When using extra material: o Clean your materials and if necessary. disinfect (see appendix 4 Cleaning and disinfection).
- Guidelines for (special) education can be followed for working with children aged 4-12; Teaching aids, toys, play materials, devices and workplace must be regularly disinfected when used by several children. Source: <https://www.poraad.nl/nieuws-en-achtergrond/twee-protocollen-beschikbaar-voorhet-opstarten-van-de-scholen>

5.2 End of the day

- Clean everything thoroughly at the end of the day, paying extra attention to contact points. Think of doorknobs, armrests and table surface, but also your ATM, doorbell or telephone; For the rules regarding cleaning, see appendix 4, Cleaning and disinfection;
- Discard disposable material at the end of the day;
- Wash materials to be washed at 60oC every day;
- When you return home, take a shower and wash your worn clothes. Preferably wear work clothing that can be washed at 60oC, especially if you have physical contact with clients. Machine wash at lower temperature, machine dry or iron.

Appendix 1, Triage client

(Telephone) Triage questionnaire

1. Do you now have Corona? Yes / No
2. Do you now have roommates with Corona? Yes / No
3. Do you now have any of these symptoms? Yes / No a. Coughing, coughing or sneezing; b. fever (38°C or higher); c. shortness of breath.
4. Do you have roommates with one of these symptoms? Yes / No
5. Are you in home insulation? Yes / No
6. Do you live in a nursing home or institution for people with a disability. Yes / No

If a "Yes" then do not treat or if possible and necessary give remote treatment (video calling).

If everything "No" then ask the following questions to see if it can be treated whether a further anamnesis is necessary.

7. Have you had a flu shot? Yes / No
8. Do you now have any of these symptoms? Yes / No
 - a. (Nose) cold, or runny nose;
 - b. sore throat;
 - c. unknown headache;
 - d. unknown fatigue;
 - e. unknown diarrhea or abdominal discomfort.

If a "yes" then treatment is possible after further anamnesis and risk assessment by the practitioner and in consultation with the client. **If everything "No"** then treatment is allowed.

Triage schedule

Appendix 2, Sample letter to the client

Below is an example letter that the therapist can adapt to the circumstances in his / her own practice. Not every point will apply to every practice.

Dear client,

Fortunately, I may receive you again, but because the Coronavirus is still active, certain rules have been drawn up by the professional organization for your and my safety. You are expected to read and respect these.

- I plan my appointments in such a way that the number of clients in the waiting area is kept to a minimum;
- In the waiting room, the chairs are arranged in such a way that you are always at least 1.5 meters away from fellow patients, if they are still there. There is enough space to pass each other. Be on time, but not too early;
- The toilet cannot be used temporarily;
- Come alone as much as possible, leave your partner at home. Either parent can of course come with their child (up to 16 years old);
- Take as few items as possible with you and put your essentials away in your bag or jacket pocket;
- Before and after the treatment I wash my hands and forearms with disinfectant soap;
- After each client, contact points such as the door handles, doorbell and armrests of the chairs are cleaned. Touch as little as possible in practice;
- The conversation between us takes place 1.5 meters away;
- Where necessary and possible, I give instructions and exercises at a minimum distance of 1.5 meters and physical contact is kept to a minimum;
- If you feel anxious to come, a telephone or video consultation is also possible. I keep a finger on the pulse and give you instructions or exercises. These consultations are (temporarily) declared in accordance with the requirements of the health insurer and count towards your total number of reimbursements;
- During the appointment I ask a number of questions (Triage) so that I know whether treatment can be done safely and even before the actual appointment I do this to check whether something has changed;
- Stay at home if you or any of your family members have symptoms of a cold, fever, or flu-like symptoms. You are expected to cancel your appointment or contact me to discuss this. Until further notice, these cancellations, regardless of whether they are timely, will not be charged.

Sincerely

Your Therapist

Appendix 3, For in the practice areas

Rules we adhere to for your and my health Please take a moment to read them!

1. Do not give hands;
2. Follow RIVM's recommendations;
3. Wash hands after visiting the toilet (if allowed);
4. Touch as little as possible in the practice room;
5. Put your belongings (telephone, keys, etc.) in your jacket pocket or bag;
6. Do not come to your appointment too early so that you do not spend too long in the waiting area;
7. Keep as far as possible at least 1.5 meters away from your practitioner and other people;
8. Sneeze or cough into a tissue paper, which you immediately throw away in the trash. If you don't have a tissue, sneeze or cough in your elbow;
9. After sneezing or coughing, wash hands with soap or disinfectant gel;
10. Pay with pin or possibly with a Tikkie;
11. Follow-up appointment you will receive directly or digitally;

Disclaimer

Despite all the precautions that have been taken, the chance remains, however small, that you will become infected in practice or on your way here. By making the appointment you agree to this risk.

See also the Practical Poster on the next page.

Appendix 4, Cleaning and disinfection

Check regularly for the latest updates regarding the hygiene measures:

<https://lci.rivm.nl/richtlijnen/covid-19>

Household cleaning

Source: <https://www.zorgvoorbeter.nl/hygiene/hygienisch-werken/cleaning>

In general, household cleaning is sufficient: remove dust, erase dust, vacuum and wet clean. Keep to the following rules:

- Use a good working order: from clean to dirty and from high to low. First remove dust, then dust or vacuum the floor, then wet clean.
- Prefer not to use a duster, but a dust-binding or damp (disposable) cloth. A duster spreads dust and germs.
- For smooth floors, preferably use a dust wiper and a dust-binding disposable cloth. The disadvantage of vacuuming is that dust particles float in the air.
- Always use clean cleaning materials and use a new cleaning cloth for each room.
- When cleaning the bathroom, use two buckets with different colors: one for the "clean" part (sink, tiles) and one for the "dirty" (inside toilet bowl, low tiles next to toilet).
- Use disposable wipes or reusable cleaning wipes that should then be washed at 60 ° C. Do not use sponges because they are not easy to dry and are therefore a breeding ground for micro-organisms.
- After use, rinse all buckets, brushes, etc. with hot water and dry them well. Wash cleaning cloths, mops, etc. at 60 ° C.
- Wash your hands after cleaning and also in between after cleaning the toilet, for example. When cleaning potentially contaminated materials, wear plastic gloves.

Disinfection Disinfection of materials and equipment is only necessary if there is visible blood or other body fluids on it. Otherwise, cleaning alone will suffice. For disinfection, proceed as follows:

- Use 1000 ppm chlorine (no supermarket bleach) for large surfaces or 70% alcohol for small materials. Look carefully at the packaging how much you should use and what the processing time is.
- First clean the surface or material well with a cleaning agent. If you don't, the disinfectant will not work properly. The cleaner the surface, the better the disinfectant works.
- Work with disposable cleaning materials and wear gloves.

Appendix 5, Example Cleaning Checklist

Here is an example of a checklist that the therapist can use in his / her practice so that clients can see when what has been cleaned. The checklist can be extended to individual circumstances.