



# CATALYST

PHYSICAL THERAPY & WELLNESS

To our staff, patients, clients, and referral sources, we want to thank you for your continued support. We've faced new challenges as a small business that we could never have predicted, but it is our goal to rise up and become better than we were before. Catalyst Physical Therapy and Wellness is happy to be opening our doors to our community again, but we want to assure you that we're taking this matter very seriously. It's our firm belief that science should back our opening policies and procedures, therefore we're basing our guidelines on those provided by the CDC, WHO and our governing offices.

Physical Therapy is considered an essential service, and we strive to fulfill our roles as healthcare practitioners in these unprecedented times. Now more than ever, it's our duty to decrease pain and restore function and mobility for those in our community. We'll only be performing Physical Therapy services in our clinic for now, and we'll continue to offer telehealth sessions for anyone more comfortable or more appropriate to receive their care from their home. When visiting our office, we'll perform the following screening, and ask that you please wear a mask covering your mouth and nose:

**UPDATE EFFECTIVE 6/12/20: Wellness services are now available following the same guidelines as physical therapy patients! Sorry, no update on massage quite yet! Please see list of clinic-wide updates at bottom of guide.**

**UPDATE EFFECTIVE 6/19/20: Massage services are now available!**

**UPDATE EFFECTIVE 7/22/20: Massage services are still considered part of our healthcare setting and are allowed to continue indoors. Personal training indoors is currently on hold.**

**Additional updates found at end of document!**

- **Are you experiencing any symptoms of COVID-19? Updated per San Diego County Safe Reopening Guidelines 6/22/20**
  - Cough
  - Shortness of breath
  - Fever
  - Sore throat
  - Nausea/vomiting or diarrhea
  - Headache
  - Chills
  - muscle or body aches
  - Fatigue
  - congestion or runny nose
  - new loss of taste or smell
- **Have you been in close contact with someone who is suspected to have, or was diagnosed with, COVID-19?**
- **Have you recently returned from international travel (within 14 days)?**

- **Are you an immunocompromised individual?**

If you answered “**yes**” to any of the above questions, we kindly ask you to stay home, and call or email our front office staff to notify them.

Additionally, our staff will be taking your temperature prior to you entering the clinic. We reserve the right to refuse service to anyone displaying symptoms, or suspected to have COVID-19 exposure in efforts to uphold the safety and health of our employees and patients. Please be mindful of your appointment times, as we are limiting the number of people in the clinic at a given time. We ask that you stay in your car until you are called by CPTW notifying you that your therapist is ready for your appointment. No guests (people or pets!) will be allowed to accompany you to your appointment unless previously discussed with management due to extenuating circumstances.

Thank you for your trust in us as we deliver care to our community. We invite you to read through our company’s policies and procedures, and understand that there will be frequent updates in order to align ourselves with recommendations by CDC, WHO and local/state authorities. Management will be getting daily updates from these organizations. We hope our due diligence offers you peace and comfort receiving treatment from our team. If you have any questions or concerns, we urge you to reach out to our Clinic Director, Kristen Knightly Campbell, at [kk@catalystptandwellness.com](mailto:kk@catalystptandwellness.com).

## STAFF EDUCATION/POLICIES

- Follow CDC, WHO and state/local regulations
- Stay up-to-date with clinic policies and procedures
- Communicate concerns or questions regularly to your management team. We understand these are unprecedented times and each member of our staff will feel the effects in different ways.
- If an employee is confirmed to have the infection, we will inform other employees and clients at risk, keeping the confidentiality of the affected employee as required by the Americans With Disabilities Act. All employees should self-monitor for symptoms and respond accordingly. Contact your HR representative, Jena Walther, for confidential reporting.
- Must follow same screening policy as patients at the beginning of each shift, including temperature being taken
- Wear a face mask; if you must touch or adjust your mask or cloth face covering, you should perform hand hygiene immediately before and after
  - Cloth face coverings:
    - Should change the coverings if they become soiled, damp, or hard to breathe through.
    - Coverings should be laundered daily and when soiled
    - Perform hand hygiene immediately before and after any contact with the cloth face covering

- No non-essential travel or visits
  - Respect social distancing inside and outside of the workplace
  - Each workspace to include: alcohol-based hand sanitizer, trash can, disinfectant spray/paper towels or disinfectant wipes
  - When using Catalyst PT and Wellness computers or email accounts, we advise you to be aware of new scams on the rise. If you question any email or contact, please notify management.
  - Requiring all staff to watch the following training videos:
    - - **Hand washing:** <https://www.youtube.com/watch?v=3PmVJQUcm4E>
    - - **How to properly use hand sanitizer:**  
<https://www.youtube.com/watch?v=ZnSjFr6J9HI>
    - - **Donning PPE:** <https://youtu.be/of73FN086E8>
    - - **Doffing PPE:** <https://www.youtube.com/watch?v=PQxOc13DxvQ>
- 

## GUIDELINES BY DEPARTMENT

- **Physical Therapists/Aides:**
  - Must wear mask at all times in clinic and community spaces
  - May take off mask if solo in either massage room, but must disinfect surfaces and touch points after use
  - Must wear single-use gloves when performing any manual work on patient
  - Assigned 1 workstation for entire PT shift including:
    - Work station (can do without laundry bin/trash at each station until #s increase)
      - True stretch
      - Table/2 pillows
      - Metal chair for patient
      - Stool for PT
      - Gloves
      - Massage lotion
      - Towels/pillow cases
      - Trash can
      - Clorox wipes and/or disinfectant spray
      - Hand sanitizer
      - Tissues or paper towels
      - Laundry bin
      - Whiteboard
      - Eraser
      - Dry erase marker

- If PT is working 1-on-1 with patient, it is PT's responsibility to enter all documentation and clean after each patient
- If PT is working with an aide and booking patients on-the-half, may use 2 work stations (but use the same 2 for entire shift) and aide will assist in cleaning
- Disinfect personal workspace and equipment at beginning and end of each shift
- Hand/wrist washing before/after each patient/client interaction and before/after disinfecting surfaces/equipment
- Encourage frequent use of alcohol-based hand sanitizer to all patients/clients/coworkers
- Include "Patient denies and was screened for possible Covid-19 exposure and symptoms prior to entering clinic for treatment. Physical therapist, aide and patient were wearing masks for the entirety of treatment provided and the practitioner wore single-use gloves for any manual work performed on the patient." in all charts.
- Patient is going to be given a 15-min window for start of their appt., but it is important to end appt at the correct time if you are booked on-the-half (billing appropriately). Limit to 2 patients at a time.
- When performing manual work on client/patient:
  - Before treatment
    - Both parties must wash hands and dispose of paper towels after drying
    - Both parties must don personal mask
    - Practitioners must don gloves
  - After treatment
    - Properly dispose of gloves
    - Both parties must wash hands and dispose of paper towels after drying
- **Front office:**
  - Must wear mask at all times in clinic and community spaces
  - May take off mask if solo in either massage room, but must disinfect surfaces and touch points after use
  - Disinfect personal workspace and equipment at beginning and end of each shift
  - Use alcohol-based hand sanitizer before and after each patient/client/coworker interaction within 6 feet
  - Disinfect thermometer before and after each patient/client/employee
  - Ask patients/clients about symptoms during reminder calls
  - Notify patients/clients of telehealth options

---

## REDUCING TOUCH POINTS

- **Light/power switches:**
    - Affix signage to remind occupants to keep switches 'on' all day
  - **Doors and drawers:**
    - Remove non-essential doors
    - Remove door handles if viable
    - Affix doors in an open position
    - Affix signage to remind occupants to keep doors open
  - **Whiteboards/paperwork:**
    - PTs and aides to have their own individual markers, erasers, pens kept in personal cup with their names
    - If treating 1-on-1 PT will input their own flowsheets and limit use of whiteboards
  - **Chairs:**
    - Remove unnecessary fabric upholstered chairs
    - Employees to use same chair for shift kept in designated workspace
    - Limit patient chair use (no waitroom)
      - Only use metal chairs in designated work space
      - Clean after each use
  - **Shared equipment (FD computers, phones, printers, copiers, fax machine)**
    - Have one FD employee in charge of using printer/copier/fax machine for entire shift and clean at end of shift to prepare for next employee
    - Set work stations for each FD employee
    - Consider purchase of protective covers for easy cleaning of electronics
    - FD to clean their work area prior to shift completion
    - Advise new shift employees to also clean their workstation
    - Alcohol-based hand sanitizer at each shared workstation
  - **Deliveries**
    - Designate one location for any deliveries to the building/space and disinfect items centrally (in reception area- need signage to notify mail carrier and delivery personnel)
    - Assign delivery management and sterilization
      - this will be completed by FD employee that is in charge of screening patients/staff:
        - Wash hands before and after handling any deliveries
        - Wipe down items with clorox wipes or spray
        - Discard cardboard/packaging in dumpster outside
- 

## RECEPTION

- Max occupancy sign: 4 people

- This includes entry way (1 employee + 1 pt at entry + 1 pt at FD + 1 FD employee)
  - Temperature screening/Whiteboard with screening questions outlined
    - patient/staff must verbalize to person at entrance that they have no symptoms, haven't traveled and have not been exposed to anyone with confirmed or suspected COVID-19 diagnosis
    - All who enter must don personal mask covering nose and mouth
    - Hand sanitizer
    - Trash bin
  - Hand sanitizer at doorways both inside and outside
  - Floor markings for safe distancing to direct flow of traffic as well as waiting for FD assistance
  - Training reception personnel on safe interactions with guests
  - Reconfiguration of visitor registration systems to avoid guests leaning over receptionists
  - Glass screens between guests and reception personnel/ additional between FD employees if needing more than 1 employee at the desk
  - Patient door screener will have clean and dirty pens receptacle for patients needing to complete paperwork & sign-in
  - Completing paperwork will occur outside the clinic on a metal chair with a rolling desk if new patient and during your appointment time if a returning patient
  - Remove reception furniture to reduce public touchpoints
  - Signage
    - Install signage at multiple, relevant locations in the entry sequence
    - Explain building access rules and other protocols that impact how occupants use and move throughout the building
- 

## CLEANING

- Provide receptacles for used/discarded PPE
- Monitor and review of existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch areas
- Develop new protocols for collecting and disposing of large quantities of potentially contaminated waste (especially if single-use PPE becomes common in the workplace)
- Each employee is responsible for their individual workstation, breakroom use or massage room use
  - Clorox Wipes - treatment table tops (unless tables have slip covers)
  - Clorox Spray - hard surfaces/touchpoints or table covers
  - Clorox/Water solution (4tsp bleach per qt of water) - hard surfaces/touchpoints
  - Launder masks, linens, clothing with detergent using warmest water possible

- Provide disposable wipes so that common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use
  - Discourage the use or borrowing of other people's phones, desks, offices or equipment
  - Maintaining a clean workplace will assist in minimizing risk to employees. This involves regular housekeeping:
    - In open work environments, increase the frequency of cleaning and disinfecting frequently-touched surfaces, equipment, and other surfaces in the workplace: » Kitchen Areas » Break Rooms
    - Working with building management on increased cleaning of building common areas: doors, elevators, bathrooms
- 

## MAIN GYM

- Max amt of people in room determined by 6 foot social distancing guidelines: 33, but due to nature of business being performed: 6 people
  - Rearrange equipment to achieve social distancing
- 

## CULTURAL REMINDERS

- The vision and priorities of the organization at this time of change and stress
  - Taking care of the employee is a high priority
  - Shared responsibility for the health of all employees/patients/clients
- 

## HAND HYGIENE: (SEE VIDEO LINKS ABOVE)

- Promote frequent and thorough hand washing/wrist washing
- Use single-use paper towels for hand-drying
- Make hand sanitizers available in multiple locations adjacent to common touchpoints
- Practitioners to wear disposable gloves when providing manual work
- Avoid touchpoints

- Fingernails should be kept less than ¼ inch long, and excessive jewelry should be avoided. Frequent use of hand lotions that do not interfere with hand sanitizing products may help reduce hand dryness from frequent cleansing
- 

## BREAK ROOM

- Encourage staff to bring food/utensils from home
  - NO open or shared food items
  - If having food delivered, please meet them outside of building
  - Disinfect eating area before and after break
  - Increase cleaning frequency of refrigerator/microwave
  - Avoid bringing personal belongings into clinic as much as possible
- 

## SPACE USE / DENSITY MONITORING

- Max capacity will be determined by calculating square footage of usable space divided by 36 square feet per person to allow for social distancing. Limitations will then be set beyond that in order to account for movement/equipment use.
    - Reception: 4 people: 1 employee and 1 patient at screening location + 1 patient at FD
      - Lines designated on floor for anyone waiting for FD/reception
    - Massage rooms: 2 people
    - Manager office: 2 people
    - Break room: 2 people (one at desk by refrigerator and one at desk by door)
    - Main gym: 6 people if treatment being performed
      - Can be re-evaluated if confined work spaces are allocated
    - Multipurpose room: 4 people
      - Can be re-evaluated if confined work spaces are allocated
  - Conduct regular counts of occupants per floor
  - Signage displaying how many people can occupy given space at a time
  - Work from home for non-essential employees to reduce the density of personnel
- 

## INDIVIDUAL DESKS



- Implement a strict clean-desk policy so that non-essential items are not stored on the desk
  - If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival at that seat.
  - Supply disinfectants in the immediate proximity
- 

## IN-PERSON MEETINGS

- Coach employees to critically evaluate the requirement for in-person meetings
  - Limit the number of attendees at in-person meetings and limit to spaces that accommodate safe distances
  - Host large team/staff meetings via video conference rather than in-person
  - Eliminate in-person meetings with external guests (no family/friend visit policy)
- 

## EXPOSURE GUIDANCE FOR READMITTANCE TO WORKPLACE OR FOR TREATMENT

- Non-test-based-strategy: At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms such as cough or shortness of breath), and at least 7 days have passed since symptoms first appeared.
- Test-based-strategy:
  - Persons who have COVID-19 who have symptoms: Resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (cough, shortness of breath) and negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected  $\geq 24$  hours apart [ 4 ] (total of two negative specimens).

- Persons with laboratory-confirmed COVID-19 who have not had any symptoms: At least 7 days have passed since the date of the first positive COVID-19 diagnostic test and have had no subsequent illness.

## 5/19/20 UPDATES

- Current working occupancy (initial clinic parameters) vs. an actual occupancy (based on 36 sq ft per person) for each workspace
  - Gym:
    - Current working occupancy: 6
    - Actual occupancy: 33
  - MPR:
    - Current working occupancy: 4
    - Actual occupancy: 7
- Manual work protocol:
  - ASK your patient if they would like you to wear gloves or if they are okay with you washing your hands before and after treatment
    - Of course if they want you to wear them, please do, but remember that you then shouldn't touch other items before removing gloves
    - Otherwise, wash hands as appropriate before touching other items/people
- Keyboard/mousepad covers:
  - We are searching for covers for everyone's keyboards/mousepads so that you can safely clean them without possibly damaging the computers

## 5/20/20 UPDATES

- Patient is going to be given a 15-min window for start of their appt., but it is important to end appt at the correct time if you are booked on-the-half (billing appropriately). Limit to 2 patients at a time.
  - Effective 6/1/20; booking of patients has changed from on-the-half to on-the-hour therefore allowing ANY pt to still be seen even if for an abbreviated appt time (billing appropriately, of course). IF a patient is late and the PT only has 1 patient the next hour, that person is able to finish their appointment by overflowing into the next hour.

## 6/9/20 UPDATES

- Wellness services will be available starting 6/12/20 following the same guidelines as physical therapy as outlined above.
- Massage service is available as of 6/19/20

- **Massage clients:**
  - Will be asked to wait in their car until their therapist calls them
  - They will be required to wear a mask at all times
  - Massage Therapist will screen client according to above guidelines and take their temperature
  - Massages will be booked with a 15-min minimum gap between clients in order to give time for cleaning and screening
  - Intra-oral or nasal massage is prohibited at this time because it increases the risk of COVID-19 exposure.
  - Because a face mask is worn for the duration of the massage, safe face massage is not possible and therefore prohibited at this time.
  - The CDC suggests that COVID-19 infected respiratory droplets can be dispersed when people talk. For this reason, talking is limited to communication about pressure, warmth, and comfort while in the enclosed space of the session room.
  - Friends and family of the client are not allowed to wait in the reception area while the client receives massage, unless they are that client's legal guardian.
- **Massage Therapists:**
  - Practitioners must shower and wash their hair on workdays. Facial hair is neatly trimmed. Long hair is pulled back and secured so that it will not touch a client during a massage.
  - Practitioners keep their fingernails short, filed to a smooth edge, and natural (no nail polish, long nails, or artificial nails).
  - Practitioners remove rings, bracelets, watches, and fitness trackers from their hands, wrists, and forearms during the massage workday.
  - Use hand sanitizer or wash hands and arms according to above guidelines prior to any session
  - Use hand sanitizer directly after you absentmindedly or inadvertently touch your mask, face, mouth, nose, facial hair, or hair during a massage session and before you resume massage.
  - Practitioners use nitrile or vinyl, unpowdered gloves anytime the potential exists to come into contact with blood or body fluids including when a client has broken skin in an area where massage is provided or when the practitioner has broken skin on the hands or forearms.
  - Sanitize any tools/equipment/surfaces used during the session. Including, but not limited to:
    - Stones
    - Guasha tools
    - Cups
    - Linens
    - Table/face cradle
    - Practitioner stool
    - Client chair
    - Lotion bottle

- Door handles (inside and out)
- Linens:
  - Use hand sanitizer or wash hands after handling dirty linens and prior to handling clean linens
  - Place dirty linens in laundry bag kept in laundry room for cleaning in hot water with hot dryer settings
  - All clean linens to be placed separately on shelving for clean linens only
  - Options for barrier between massage/physical therapist's clothing and client at either party's request
    - towel or pillow case
    - Or practitioner to change their own clothes between sessions

## UPDATE 6/11/20: EXPOSURE GUIDANCE FOR READMITTANCE TO WORKPLACE OR FOR TREATMENT

- *Symptom-based strategy*. Exclude from work until:
  - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
  - At least 10 days have passed *since symptoms first appeared*
- *Test-based strategy*. Exclude from work until:
  - Resolution of fever without the use of fever-reducing medications and
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
  - Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected  $\geq 24$  hours apart (total of two negative specimens)[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#). Of note, there have been reports of prolonged detection of RNA without direct correlation to viral culture.

## UPDATE 6/22/20: Screening questions

- **Are you experiencing any symptoms of COVID-19? Updated per San Diego County Safe Reopening Guidelines 6/22/20**
  - Cough
  - Shortness of breath
  - Fever
  - Sore throat
  - Nausea/vomiting or diarrhea
  - Headache
  - Chills
  - muscle or body aches
  - Fatigue

- congestion or runny nose
- new loss of taste or smell

## 7/6/20 UPDATES

- Current working occupancy (initial clinic parameters) vs. an actual occupancy (based on 36 sq ft per person) for each workspace
  - Gym:
    - Current working occupancy: 8
    - Actual occupancy: 33
  - MPR:
    - Current working occupancy: 5
    - Actual occupancy: 7

## UPDATE 7/29/20: EXPOSURE GUIDANCE FOR READMITTANCE TO WORKPLACE OR FOR TREATMENT:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/return-to-work.html>

Symptom-based strategy for determining when HCP can return to work.

*HCP with mild to moderate illness who are not severely immunocompromised:*

- At least 10 days have passed *since symptoms first appeared* and
- At least 24 hours have passed *since last fever* without the use of fever-reducing medications and
- Symptoms (e.g., cough, shortness of breath) have improved

Note: HCP who are not severely immunocompromised and were asymptomatic throughout their infection may return to work when at least 10 days have passed since the date of their first positive viral diagnostic test.

*HCP with severe to critical illness or who are severely immunocompromised<sup>1</sup>:*

- At least 20 days have passed *since symptoms first appeared*
- At least 24 hours have passed *since last fever* without the use of fever-reducing medications and
- Symptoms (e.g., cough, shortness of breath) have improved

Note: HCP who are severely immunocompromised<sup>1</sup> but who were asymptomatic throughout their infection may return to work when at least 20 days have passed since the date of their first positive viral diagnostic test.

As described in the [Decision Memo](#), an estimated 95% of severely or critically ill patients, including some with severe immunocompromise, no longer had replication-competent virus 15 days after onset of symptoms; no patient had replication-competent virus more than 20 days after onset of symptoms. Because of their often extensive and close contact with vulnerable individuals in healthcare settings, the more conservative period of 20 days was applied in this guidance. However, because the majority of severely or critically ill patients no longer appear to be infectious 10 to 15 days after onset of symptoms, facilities operating under [critical staffing shortages](#) might choose to allow HCP to return to work after 10 to 15 days, instead of 20 days.

#### Test-Based Strategy for Determining when HCP Can Return to Work.

In some instances, a test-based strategy could be considered to allow HCP to return to work earlier than if the symptom-based strategy were used. However, as described in the [Decision Memo](#), many individuals will have prolonged viral shedding, limiting the utility of this approach. A test-based strategy could also be considered for some HCP (e.g., those who are severely immunocompromised<sup>1</sup>) in consultation with local infectious diseases experts if concerns exist for the HCP being infectious for more than 20 days.

The criteria for the test-based strategy are:

##### *HCP who are symptomatic:*

- Resolution of fever without the use of fever-reducing medications and
- Improvement in symptoms (e.g., cough, shortness of breath), and
- Results are negative from at least two consecutive respiratory specimens collected  $\geq 24$  hours apart (total of two negative specimens) tested using an FDA-authorized molecular viral assay to detect SARS-CoV-2 RNA. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#).

*HCP who are not symptomatic:*

- Results are negative from at least two consecutive respiratory specimens collected  $\geq 24$  hours apart (total of two negative specimens) tested using an FDA-authorized molecular viral assay to detect SARS-CoV-2 RNA. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus \(2019-nCoV\)](#).

**UPDATE 9/14/20:** Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19:

Please see the guidelines outlined by the CDC. Physical Therapy is an essential service and part of critical infrastructure.

<https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html>

---

Reviewed and updated 9/14/2020