

## **Risk Communication and Pandemic Preparedness Plans for Clients and Staff**

### **Client**

The purpose of this plan is to clearly communicate the measures and necessary precautions taken by your clinic and by you the health care provider. It ensures that all clients are fully informed and can make an educated decision to proceed with or forgo treatment. All clients should receive this plan prior to treatment and entering your clinic space.

### **Staff**

The purpose of this plan is to clearly communicate the mandatory measures and necessary precautions that must be taken by staff to ensure a safe work environment. Staff should be able to reference this plan daily as a checklist.

### **Plans should include:**

- a) What is required of the client (mask, good hygiene, follow social distancing in common areas)
- b) What is required of the therapist (must wear PPE, cleaning of treatment area)
- c) What is required of the clinic/staff (cleaning/disinfecting, cleaning logs, cashless payments, time between appointments)
- d) Preparedness plan (inform the clients/staff that you have a plan if exposure or outbreak were to occur)

All clients should receive this plan via email prior to arriving at the clinic to explain and outline all new measures implemented for their safety. Clients need to be informed they have the right to refuse or be denied treatment if they are not comfortable or can't comply with the new measures.

### **Pandemic Preparedness Plan**

The purpose of this plan is so that if there is exposure, or reason to think there was, all the staff and clients know exactly what to do. You may think of it like a fire drill. The plan should include who needs to be notified, what cleaning measures need to be taken and contact tracing logs, etc.

#### **Example:**

Client who received treatment in the last 14 days contacts clinic to inform the therapist\* that they have tested positive for COVID-19.

STEP ONE: Call 811, explain situation and receive guidance.

STEP TWO: Cancel all client appointments until further notice and close clinic.

STEP THREE: With guidance from the Department of Health (DOH) and CMTNL all clients and staff will be contacted.

\*Therapist will not divulge the personal information of the client, including their name or any personal health information as outlined in the PHIA.