



COVID-19 REOPENING GUIDELINES

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INTRODUCTION

June 8, 2020

Dear community member,

As a provider of a unique warm water therapy program, Wave Academy prioritizes the highest health and safety measures. During this unprecedented time of the COVID-19 pandemic, we have implemented new guidelines and safety measures to protect our clients and practitioners from possible risk of exposure. Our **COVID-19 Reopening Guidelines** include our new Policies and Procedures to ensure that we continue to create the safest program possible.

Our Promise to You...

Wave Academy will have protocols in place to protect your safety, including:

- face masks worn by practitioners,
- regular hand washing,
- all surfaces sanitized between each client,
- EPA approved cleaning products
- signage on gates and doors that support hygiene and wellness indicators for therapy.

Your Promise to Us...

Your commitment includes:

- Wearing a face mask,
- If you have a cough, fever, or symptoms of COVID-19, do not come until you have cleared CDC guidelines, including being symptom-free and fever-free for at least 3 days,
- If you have tested positive for COVID-19, or have knowingly come into close contact with someone who has, please do not come to the facility for at least 14 days.

Our COVID-19 Reopening Guidelines include recommendations from the CDC and these resources:

- [California Department of Public Health – COVID-19](#)
- [San Diego County Public Health Department – COVID-19](#)
- [San Diego Ready to Recover Strategies](#)
- [California Massage Therapy Council](#)
- [Federation of State Massage Therapy Boards](#)
- [Associated Bodywork & Massage Professionals – Back to Practice Guide](#)
- [International Spa Association – Coronavirus Resources](#)

We wish you health and wellness.

Sincerely,



Elizabeth Berg, Executive Director



FACILITY GUIDELINES: Cleanliness & Disinfection, Pool Area Precautions

*CDC recommended guidelines &
Wave Academy Protocols*

Facility Guidelines: Cleanliness & Disinfection

PRIOR TO REOPENING

Prepare

- Have hand sanitizer, cleaning wipes, and facial tissues available in all spaces. Have disposable paper towels or a standing wipe dispenser available to use when handling doorknobs.
- Have a hard-surfaced, nonporous chair or large hard-surfaced/plastic basket for clients to put their clothes on/in. You do not want client clothing to be laid over soft furniture that the next client will then sit on as they remove their shoes or disrobe.
- Lidded trash cans that are operated by a foot pedal will keep facial tissues and other waste products from remaining exposed to the air.
- If you have a restroom within your space, install no-touch soap and paper towel dispensers. Add a lidded, foot-pedal trash can. Place CDC handwashing guidance posters inside your restroom.

Remove

- Remove unnecessary items that don't serve a purpose to aquatic therapy.
- Think about every surface a client interacts with in your space and how you can keep those surfaces clean for the health of all your clients.

DAILY

Clean & Disinfect Every Day

- Use EPA-approved cleaning products (provided by Wave Academy) and protocols on all surfaces in your space, top to bottom. Follow the disinfectant contact time, per the product manufacturer.
- Establish a cleaning schedule for a bathroom in a sole practitioner setting (wipe down bathroom surfaces after every client visit).
- Clients will be instructed to bring their own towels to eliminate washing of towels.
- Clean any surfaces that a client touches: gates, chairs, pool surfaces.

Facility Guidelines: Cleanliness & Disinfection



Clean

- **Wear disposable gloves** to clean and disinfect.
- **Clean surfaces using soap and water, then use disinfectant.**
- Cleaning with soap and water **reduces number of germs, dirt and impurities** on the surface. **Disinfecting kills germs** on surfaces.
- **Practice routine cleaning** of frequently touched surfaces.
 - More frequent cleaning and disinfection may be required based on level of use.
 - Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.
- **High touch surfaces include:**
 - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

- **Recommend use of [EPA-registered household disinfectant](#)**  .
Follow the instructions on the label to ensure safe and effective use of the product.
Many products recommend:
 - Keeping surface wet for a period of time (see product label).
 - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- **Diluted household bleach solutions may also be used** if appropriate for the surface.
 - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted.
Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
Leave solution on the surface for **at least 1 minute**.

To make a bleach solution, mix:

 - 5 tablespoons (1/3rd cup) bleach per gallon of water
OR
 - 4 teaspoons bleach per quart of water
- Bleach solutions will be effective for disinfection up to 24 hours.
- **Alcohol solutions with at least 70% alcohol may also be used.**

Facility Guidelines: Cleanliness & Disinfection



When cleaning

- **Regular cleaning staff** can clean and disinfect community spaces.
 - Ensure they are trained on appropriate use of cleaning and disinfection chemicals.
- **Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
 - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- **Wash your hands often** with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with a person who is sick.
 - Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- **Additional key times to wash hands** include:
 - After blowing one's nose, coughing, or sneezing.
 - After using the restroom.
 - Before eating or preparing food.
 - After contact with animals or pets.
 - Before and after providing routine care for another person who needs assistance (e.g., a child).

Facility Guidelines: Pool Area Precautions

POOL AREA PRECAUTIONS

Prior to Aquatic Therapy sessions

- Clean and disinfect pool area
- Check pool chemicals to ensure proper disinfectant levels (1–10 parts per million free chlorine; 3–8 parts per million bromine; 7.2–8 pH level)
- Replace shared/reusable amenities with single-use options
- Clean and disinfect showers, toilets, sinks
- Identify one spot for client to deposit their belongings
- Client to provide their own towels and water bottle.

Signage

- Place visible sign on front gate about COVID-19 precautions, including wearing a mask to enter and answering questions about recent health
- Include COVID-19 precaution signage within the pool area, property and bathroom, as needed.



POLICIES

Minimizing Risk of COVID-19

*Client Consent to Receive Therapy
Sharing Information In The Event Of COVID-19 Exposure
COVID-19 Cancellation Policy*

POLICY & VERBIAGE: CONSENT TO RECEIVE THERAPY

POLICY FOR CONSENT

It must be assumed that clients are unaware that the risk of infection from COVID-19 increases through close contact with other people, like the level of contact required to provide aquatic therapy. Therefore, clients must be informed of this risk and give their signature indicating that they understand the risk and wish to receive aquatic therapy.

Clients at higher risk of severe illness from COVID-19 should forgo aquatic therapy while the virus is present in their communities.

Wave Academy will obtain client acknowledgement of the above stated points by providing a consent form at the point of application for clients.

VERBIAGE FOR APPLICATION

“I understand that close contact with people increases the risk of infection from COVID-19. By signing this form, I acknowledge that I am aware of the risks involved and give consent to receive aquatic therapy from my practitioner.”

POLICY & VERBIAGE: SHARING INFORMATION IN THE EVENT OF COVID-19 EXPOSURE

POLICY FOR CONSENT

Clients must be alerted of procedures related to possible exposure to COVID-19. Wave Academy may need to share client health information with the local health department.

Wave Academy will satisfy this requirement by providing a consent form at the point of application for clients.

VERBIAGE FOR APPLICATION

“I understand that my name and contact information might be shared with the state health department in the event that a client or practitioner at this facility tests positive for COVID-19. My contact details will only be shared in the event they are relevant based on suspected exposure date, and only for appropriate follow-up by the health department.”

POLICY: COVID-19 CANCELLATION

NEW CANCELLATION POLICY

*Amid the ongoing uncertainty of COVID-19, we have **modified** our cancellation policy to offer greater **flexibility** to all our clients. We hope this will alleviate any stress and hesitation clients have about an upcoming appointment. Clients should monitor their health preceding an appointment. If a client wake up with flu symptoms or a temperature of 100 degrees or higher on the day of the scheduled appointment, the client can cancel on day of without penalty, however the client still needs to notify the practitioner as soon as possible.*



PROCEDURES

Minimizing Risk of COVID-19

-- Before Session --

Client Health Screening & Pre-session Call

-- During Session --

Practitioner Readiness: Hygiene and Practice

-- Post Session --

*Wave Academy Post-Session Assessments: New Digital Procedures
Post-Session Cleaning, Client Interaction & COVID-19 Safety Protocol*

PROCEDURES: Client Health Screening & Pre-Session Call

SCREENING QUESTIONNAIRE

During their orientation appointment, clients will be informed of Wave Academy's new protocol for pre-screening each client for possible COVID-19 symptoms prior to each appointment with a practitioner.

Screening questions to be used for each client prior to each appointment:

1. Have you had a fever in the last 24 hours of 100°F or above?
Yes No
2. Do you now, or have you recently had, any respiratory or flu symptoms, sore throat, or shortness of breath?
Yes No
3. Do you now, or have you recently had, any chills, muscle aches, new loss of taste or smell, or new rashes or lesions?
Yes No
4. Have you been in contact with anyone in the last 14 days who has been diagnosed with COVID-19 or has coronavirus-type symptoms?
Yes No

PROCEDURES:

Practitioner Readiness: Hygiene & Practice Before & During Session

There are several new considerations to navigate, including: practitioner temperature, texting client prior to entry, taking a client's temperature, working with a mask, and making sure a client is comfortable while wearing a mask.*

- Practitioners should take their own temperature before each work day begins to ensure they are not presenting with any coronavirus symptoms.
- Have your mask on and adjusted before your client arrives. Keep hair up and away from your face. All other practitioner hygienic protocols apply—no long nails, jewelry.
- Entry procedure:
 - Client texts when they arrive and wait outside
 - Practitioner texts client when it is safe to enter
- Client temperature check and mask provided upon arrival
 - Practitioners administer scanned temperature reading for each client prior to each session
 - Clients with temperatures in excess of 100°F will not be allowed to continue with their therapy that day
 - Practitioner will provide client with a one-time use mask for their session.
- Avoid shaking hands with clients or hugging. Consider sharing with clients that you'll eliminate casual conversation and remain in minimal necessary in-session conversation mode through the duration of the session.
- Hygiene protocols remain standard and customary. The CDC recommends you take steps to ensure everyone adheres to respiratory hygiene, cough etiquette, and hand hygiene. Provide supplies for respiratory hygiene and cough etiquette, including alcohol-based hand rub (ABHR) with 60%–95% alcohol, tissues, and no-touch receptacles for trash disposal.

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PROCEDURES: Practitioner Readiness: Hygiene & Practice Before & During Session

New procedures, continued...

- Practitioners will need to adjust their aquatic therapy practice so that a client can safely wear a mask* while being floated, including using a pillow or flotation device.
- Practitioners will also need to adjust the practice to stay as far from the client's face as possible and evaluate their breathing comfort.

*The mask protocol is consistent with the CDC's recommendation to the general public advising them to wear a cloth face covering whenever they must leave their home.

PROCEDURES: Post-Session Data Measurement: Pool Notes and PCL-M

Wave Academy will minimize risk to exposure to surface contact of COVID-19 by transitioning its assessments from a paper system to a digital system.

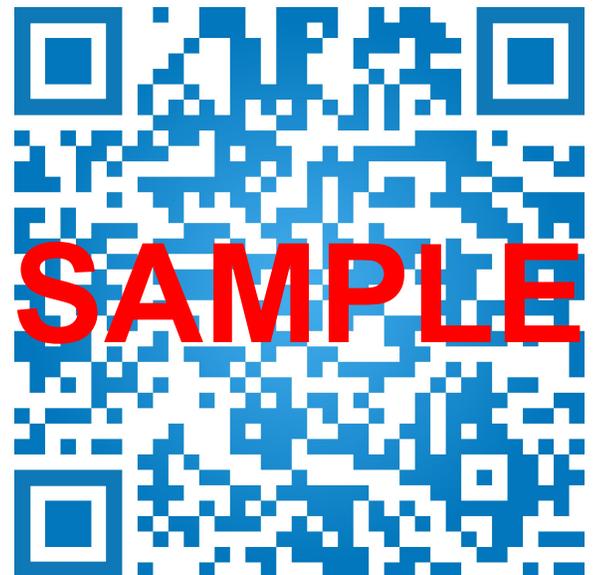
Poolside Notes (Qualitative) & PCLM Survey

- Practitioners will administer post-session Poolside Notes and PCL-M assessments digitally
- Clients will use their personal mobile device to access the forms by using QR codes linked to the digital forms
- Practitioners will complete their portion of Poolside Notes for each client using a QR code linked to a specific, Practitioner Poolside Note
- Poolside Notes should be submitted by each client and practitioner prior to the client's departure from their session.

CLIENT POOL NOTES



PCL-M



PROCEDURES: Post-Session: Cleaning, Client Interaction and Follow-Up

It takes 10 minutes for some cleaning products to effectively kill pathogens. Given this fact, and the other protocols necessary, we believe it is prudent to allow 30 minutes before your next client.

AFTER CLIENT HAS LEFT

- Use hospital grade, EPA-approved disinfectants to clean anything the client came in contact with, including door knobs, side tables, chairs, etc.
 - Follow more stringent state or regulatory agency protocols as required.
 - Follow the product manufacturer's recommendations for contact time (or how long a surface must stay visibly wet before the disinfectant destroys the pathogen). For some products, this can be 10 minutes.
- Per CDC recommendations, clean all equipment, devices, and surfaces between each client interaction
 - Reference "How to Clean & Disinfect" document for sanitizing different items and surfaces.

SANITATION AT END OF DAY

- Empty all trash cans (each trash can has a liner), then use cleaning cloths to wipe the inside and outside of the garbage can thoroughly.
- Do end of day post-client cleaning, including the thermometer, all light switches and doorknobs, the bathroom, pool surfaces, and any other surfaces clients came in contact with.

POST-SESSION CLIENT INTERACTION & COVID- 19 SAFETY PROTOCOL

- Wave Academy will check-in with client 2–3 days later to ask typical session-follow-up questions, but also to ask about their overall health.
- If either a practitioner or client starts showing any apparent COVID-19 symptoms, they must call Wave Academy.