COVID-19 Policy & Procedure Overview

In response to the ongoing COVID-19 crisis, Pushing Boundaries has shifted procedures and policies to align with CDC and other governmental recommendations. Specific procedures may shift as recommendations and requirements change over time. For a complete overview of Pushing Boundaries’ COVID-19 response, please email Associate Director, Michael LaTour, at michael@pushing-boundaries.org.

Topic: Personal Protective Equipment

**Policy:** All staff, clients, and visitors will be expected to comply with Personal Protective Equipment requirements of Pushing Boundaries, while onsite.

**Initial Procedures:**

- Clients will be required to wear a (self-provided) mask for the duration of their visit to Pushing Boundaries. Additional PPE (such as disposable gloves, goggles) are encouraged, but not required.
- Visitors and caregivers will be required to wear a (self-provided) mask for the duration of their visit to Pushing Boundaries. Additional PPE (such as disposable gloves, goggles) are encouraged, but not required.
- Staff will be required to wear a mask, goggles, and (as deemed appropriate) gloves during all client interactions and while on the exercise therapy floor.
- Exercise Therapists will be required to sanitize any plastic (ie goggles) or change any fabric (ie mask) equipment between clients.
- Staff who step in to temporarily help an exercise therapist with a client will be required to don a temporary gown, to minimize cross-contamination
- Exercise therapist will be wearing a combination of t-shirts and a variety of pant-styles. Each set of t-shirt/pants will be changed between clients.
- Clean Fabric PPE will be stored in a lidded plastic container. PPE will be washed at a sanitary setting after each individual use.

Topic: Limited Access

**Policy:** Pushing Boundaries limits access to those required to be on-site only.

**Policy:** Pushing Boundaries has re-structured the schedule to limit the number of clients on the exercise therapy floor at one time.

**Initial Procedures:**

- The North (wheelchair accessible) Door is for the use of clients only. All other visitors/deliveries (except those requiring the accessible entrance) will be directed to the South Door.
- The Middle Door shall be locked, to minimize unexpected visitors, and to allow for a furniture rearrangement that will better support social distancing.
- The South Door will remain locked and have a doorbell on it. This will allow staff to ensure visitors/deliveries are happening in congruence with our access policies (this door can be unlocked by anyone at any time, in case of emergency).
- Clients will be informed that only those caregivers who need to provide direct client care during a session may enter the facility- and must wait in the waiting area when not providing said care. Family, friends, drivers, etc will not be allowed to wait on-site.
- No on-site meetings will take place with outside vendors until further notice.
- Pushing Boundaries will be limiting the presence of volunteers until further notice.
- Exercise Therapists will schedule no more than 2 clients at any given time.
**Topic: Healthcare Screening, Contact Tracing, and Exposure Disclosure**

**Policy:** Pushing Boundaries will require all staff, clients, and visitors to undergo a health-screening process upon entry to the facility (or first entry, if coming multiple times in a day).

**Policy:** Pushing Boundaries will actively require clients to provide information that is deemed necessary to ensure as safe an environment as possible.

**Policy:** Pushing Boundaries will require all visitors to provide contact information (name, phone, email) upon entry.

**Policy:** Upon notification of any confirmed COVID-19 case among staff, clients, or visitors, Pushing Boundaries will notify all affected parties by the end of the same day.

**Policy:** Upon notification of any confirmed COVID-19 case among staff, clients, or visitors, Pushing Boundaries will enter a quarantine status and stop seeing clients for a minimum of 14 days.

Procedures

- Clients will be provided, and must agree to, updated terms regarding information disclosure, liability, and communication expectations.
- Visitors (non-clients) will be provided, and must agree to, updated terms regarding information disclosure, liability, and communication expectations.
- All clients will be contacted 24-48 hours prior to their appointment to check in regarding health status and COVID exposure-status at that time.
- All persons (staff, clients, visitors) entering the facility will be required to undergo a health screening each time they arrive at the clinic. This screening includes answering questions, having their temperature taken (with an external thermometer) and (as deemed appropriate) blood oxygen-level testing.
- Employees will utilize the ‘Entrance Screening’ Flow Chart to translate the health screening and determine facility access. Should a person not meet the requirements, that person will be asked to leave. The person will be provided a clear reason why they are being asked to leave, and (to the best of our ability) a timeline for a safe return.
- Notification of direct exposure (a visitor to Pushing Boundaries has been diagnosed with COVID-19) will take top priority. The facility will be closed upon said notification, and all relevant visitors and persons will be contacted. The facility will then remain closed for a minimum of 14 days from the date of the client’s last visit.
- Should client sessions need to be cancelled last minute due to facility closure, The Pushing Boundaries team will notify people as quickly as possible.

**Topic: Social Distancing**

**Policy:** Pushing Boundaries will limit the number of people allowed on-site.

**Policy:** Pushing Boundaries will schedule clients to support social distancing and minimize crowding.

Procedures

- Clients will be scheduled to allow for a half-hour ‘turn-over’ time. This will allow extra time for client health screening, minimize traffic at the wheelchair-accessible door, provide additional cleaning time for staff, and provide time for the turnover of PPE.
- The number of clients will be limited to 50% capacity (initially). This will help the Exercise therapists develop new ways of working that ensure social distancing between clients.
- The waiting area will be rearranged to provide seating with social distancing, as well as wheelchair parking for those in chairs who need to utilize the waiting area.
- Administrative staff will limit their presence on the Exercise Therapy Floor to required presence only.
**Topic: Disinfection and Sanitizing**

**Policy:** Pushing Boundaries will exceed all CDC requirements for disinfection and sanitation of equipment and facility.

Procedures:

- All equipment will be disinfected after each use.
- All PPE will be disinfected (or changed out for a clean option) between each client.
- All general use surfaces (chairs, counters, etc) will be disinfected hourly (if used).
- All restroom surfaces that come in regular human contact will be disinfected hourly (if used).
- All desk surfaces will be disinfected a minimum of twice daily (if used).
- No dirty dishware will be left in the sink at any time.

**Topic: Communication**

**Policy:** Pushing Boundaries will provide access to all pertinent information, and update policies and procedures in a consistent and timely fashion

Procedures:

- All clients will be emailed via Schedulicity with any relevant policy or procedure changes.
- All clients will be emailed via schedule@ with any relevant policy or procedure changes.
- Pushing Boundaries will establish an up-to-date page on our website that can be accessed by any client or member of the public. There we will post:
  - Any updated paperwork for download
  - Any relevant changes to policy
  - Any relevant changes in procedure
  - Any updates relating to hours of operation