



**Guidelines:**

**For Pedorthic Practice  
during a Pandemic**



THE COLLEGE  
OF PEDORTHICS  
OF CANADA



**PEDORTHIC**  
ASSOCIATION OF CANADA

*December 16, 2020*

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## Context for This Document

The following document was prepared to provide members of the Pedorthic Association of Canada and The College of Pedorthics of Canada a perspective on global best practices from retailers around the world about operating their business during the COVID-19 pandemic.

We have compiled these materials through a scan of practices observed from companies in countries that have started to emerge from the government-imposed restrictions on the essential and non-essential sectors.

These guidelines are intended to provide you with a framework for key considerations and relevant global best practices as you operate your business in today's challenging environment. The guidelines have been updated (December 2020) to better reflect the most current accepted best practices with respect to the COVID-19 pandemic response.

The following document is not intended to be and does not constitute legal or other professional advice or an opinion of any kind, nor does the following document intend to replace local health and government guidelines. You are advised to review such local health and government guidelines, and to seek specific legal or other professional advice by contacting your own legal or other professional advisors regarding any specific legal or other issues. The COVID-19 crisis is rapidly evolving and there are different considerations for practitioners in different regions and sub sectors.

Where feasible, sources & links have been provided & identified but given the rapidly changing environment, sources are not possible for all statements. We do not warrant or guarantee the quality, accuracy, or completeness of any information in the following document.

**Commented [AD1]:** . The guidelines have been updated (December 2020) to better reflect the most current accepted best practices with respect to the COVID-19 pandemic response.

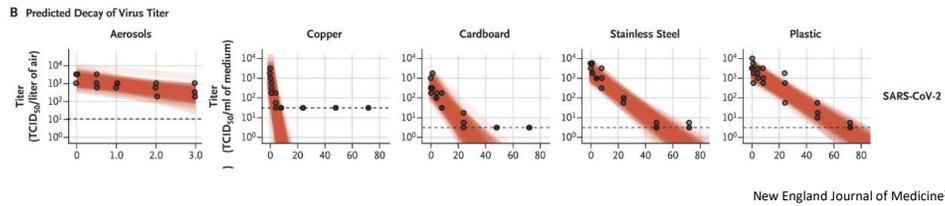
## What You Should Know About COVID-19

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first identified in December 2019 in Wuhan, China, and has since spread globally, resulting in an ongoing pandemic. The virus was first detected in Canada on January 11, 2020 and has since spread to all but one territory, with over 65,000 cases nationally.<sup>1</sup>

Common symptoms include fever, cough, fatigue, shortness of breath, and loss of smell and taste. While the majority of cases resulted in mild symptoms, some progress to viral pneumonia, multi-organ failure, or cytokine storm. The time from exposure to onset of symptoms is typically around five days but may range from two to fourteen days.

The virus is primarily spread between people during close contact, often via small droplets and aerosols produced by coughing, sneezing, and talking. The larger droplets typically fall to the ground or onto surfaces, while the smaller droplets (aerosols) may linger in the air. People may also become infected by touching a contaminated surface and then touching their nose, mouth, or eyes. On surfaces, the amount of virus declines over time until it is insufficient to remain infectious, but it may be detected for hours or days.

Viruses were applied to copper, cardboard, stainless steel, and plastic maintained at 21 to 23°C and 40% relative humidity over seven days.



Aerosol	Copper	Cardboard	Stainless Steel	Plastic
Up to 3 hours	Up to 3 hours	Up to 24 hours	Up to 3 days	Up to 3 days

The first human cases of COVID-19, the disease caused by the novel coronavirus causing COVID-19, subsequently named SARS-CoV-2 were first reported by officials in Wuhan City, China, in December 2019.

### Modes of Transmission of the COVID-19 Virus

Respiratory infections can be transmitted through droplets of different sizes: when the droplet particles are >5-10 µm in diameter they are referred to as respiratory droplets, and when then

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Commented [AD3]: The larger droplets typically fall to the ground or onto surfaces, while the smaller droplets (aerosols) may linger in the air. (<https://www.canada.ca/en/public-health/services/disease/2019-novel-coronavirus-infection/health-professionals>)

Commented [AD4]: nose, mouth or eyes.

<sup>1</sup> World Health Organization, [who.int](https://www.who.int/health-topics/coronavirus/coronavirus#tab=tab_1), [https://www.who.int/health-topics/coronavirus/coronavirus#tab=tab\\_1](https://www.who.int/health-topics/coronavirus/coronavirus#tab=tab_1)

<sup>2</sup>New England Journal of Medicine, [nejmgroup.org](https://www.nejm.org/doi/full/10.1056/NEJMc2004973?query=featured_coronavirus), [https://www.nejm.org/doi/full/10.1056/NEJMc2004973?query=featured\\_coronavirus](https://www.nejm.org/doi/full/10.1056/NEJMc2004973?query=featured_coronavirus)

are <5µm in diameter, they are referred to as droplet nuclei. According to current evidence, COVID-19 virus is primarily transmitted between people through respiratory droplets and contact routes. In an analysis of 75,465 COVID-19 cases in China, airborne transmission was not reported.<sup>3</sup>

Commented [AD5]: Just to note: this is still true.

Droplet transmission occurs when a person is in close contact (within one metre) with someone who has respiratory symptoms (e.g., coughing or sneezing) and is therefore at risk of having his/her mucosae (mouth and nose) or conjunctiva (eyes) exposed to potentially infective respiratory droplets. Transmission may also occur through fomites in the immediate environment around the infected person. Therefore, transmission of the COVID-19 virus can occur by direct contact with droplets from infected people or indirectly, through contact with infected surfaces in the immediate environment/objects that were used on the infected person.<sup>4</sup>

### Common Symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

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<sup>3</sup> World Health Organization, *who.int*, <https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-covid-19-implications-for-ipc-precaution-recommendations>

<sup>4</sup> Infectious Disease Society of America, *idsociety.org*, <https://www.idsociety.org/practice-guideline/covid-19-guideline-infection-prevention/>

# Customer Health and Safety

## FOUR KEY PRIORITIES



### **CUSTOMER SCREENING**

Manage access to your clinic by screening out people who may have been exposed to COVID-19.



### **SOCIAL DISTANCING**

Provide adequate space to allow customers and procedures a two-metre distance.



### **CHECKOUTS & PAYMENTS**

Limit interaction during checkout and payment processes to minimize transmission risk.



### **CLEANLINESS and HYGIENE**

Over-invest in cleaning and ensure sanitizer is available to minimize exposure risks.

## General Guidance

### In the Workplace

Where feasible and practical, businesses are encouraged to:

- Maintain teleworking arrangements (teleconferencing and video conferencing). Allow employees to work from home or work flexible hours and/or stagger start and break times to avoid peak public transportation times or crowding in the workplace.
- Provide goods by delivery or pick-up that have been ordered online, by telephone or other remote means.
- Assign employees who are at increased risk of serious illness from COVID-19 (such as people with a weakened immune system, living with a chronic disease or aged 60 years or older) to job tasks that lowers their risk of exposure.
- Ensure emergency contact information is current for all employees.
- Encourage employees who are required to report for work in-person to take public transit during non-peak times as much as possible. Alternatively, support employees as much as possible to use a personal vehicle to get to work.
- Identify an area that an employee can self-isolate in and develop a plan if they become ill while at work.
- Develop and communicate a plan for the instance where an employee reports to work and develops symptoms or tests positive.
- Encourage employees who are ill to stay home.
- Encourage employees to take measures to support their mental health and wellbeing, by providing employees with information about supports available.

### Communicating with Employees and Patients

- Encourage employees and volunteers to use screening information in the provincial self-screening tool before leaving their home to attend work.
- Post guidance on entrance requirements including screening information. Those with COVID-19 symptoms should seek testing and inform their employer if they test positive.
- Do not allow patients who are exhibiting symptoms of COVID-19 to enter the premises. Healthcare practitioners, Transport Staff (truck drivers, airline staff) may screen negative due to their line of work. A policy should be in place on how to handle these clients (may be seen if symptom free based on clinician's comfort level).
- Emphasize that employees must stay home if they are experiencing symptoms of Acute Respiratory Infection (such as cough, fever, runny nose, sore throat, breathing difficulties).
- Encourage employees and volunteers to remain current with information related to COVID-19 by regularly accessing their provincial governments website.
- Reassure employees and volunteers that public health officials will conduct a public health investigation in the event an employee is confirmed to have COVID-19 while at work during the time they were infectious. If any additional measures need to be taken at the workplace, public health officials will notify the workplace directly and provide advice.
- Employer should have a self-isolate plan and clinic decontamination plan in place for a positive staff or customer.

- Notify employees of the steps being taken to prevent the risk of transmission of infection, the importance of their roles in these measures, and post this information in areas where employees and volunteers can refer to them.

### Physical (Social) Distancing

- Provide employees with information about physical (social) distancing.
- Post external signs indicating COVID-19 physical distancing protocols, along with floor markings, where service is provided or lines form.
- Maintain a single point of entry and ensure entry into the facility or place of business, including lines, are regulated to prevent congestion.
- Implement waiting room management strategies, including waiting in a car (where applicable), to ensure people maintain a two-metre distance.
- Actively discourage the congregation of people and limit the areas where people gather or frequent. Follow provincial regulations for congregation numbers.
- Monitor occupancy levels to allow employees and patients to maintain a physical distance of at least two-metre, except for brief exchanges.
- Increase spatial separation and distance between workstations and shared spaces.
- Encourage cashless or no-contact payment to the greatest extent possible.
- Close public-use items, such as water fountains, onsite snack bars, coffee bars and other confectionery style counters.
- Where feasible and practical, consider using outdoor spaces. When indoors, ensure ventilation systems are working properly, and open windows as weather permits.
- Install Plexiglass or other form of physical enclosures or barriers to separate employees and patients, particularly in instances where a two-metre distance cannot be consistently maintained.

### Hygiene for Employees and Patients

Good hygiene will provide significant protection from COVID-19. Businesses should ensure alcohol-based hand sanitizer is available at entrances and exits for employee and patient use. Staff should practice additional hand hygiene before and after patient encounters, and before and after donning and doffing PPE.

Information should be posted in multiple locations, reminding employees and patients to:

- Wash their hands often with soap and warm water for at least 15 seconds or use an alcohol-based hand cleanser. People should clean their hands when they enter and exit the building, before and after they eat, and after using the washroom. Employees should be encouraged to take frequent breaks to clean their hands.
- Cover their mouth and nose with a tissue when coughing or sneezing when unmasked, or cough or sneeze into their sleeve. Ensure boxes of tissues and plastic-lined garbage bins are available for use by employees and patients and include signage instructing people to clean their hands.
- Avoid touching their eyes, nose, or mouth.
- Avoid sharing personal items (such as cups/dishes/cutlery and cigarettes), office equipment or supplies, including electronic devices (such as phones, tablets, and laptops).

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## Cleaning Guidance

- Ensure there is a routine in place for overall sanitation of the workplace, including frequently cleaning and sanitizing washrooms.
- Discard equipment, instruments and/or materials that cannot be disinfected between patients and sanitize shared surfaces, tools, and equipment before/after use as well as in between users.
- Remove any unnecessary high-touch surfaces or items (magazines, newspapers, toys) that cannot be easily cleaned from common areas (such as break rooms and waiting areas).
- Regularly clean workstations and objects with disinfectants that are touched frequently, such as doorknobs, handles, elevator buttons, and railings. This includes regularly disinfecting electronic devices (such as phones, tablets, laptops, and payment devices) with an alcohol (70 per cent) wipe. Businesses are encouraged to increase the frequency of cleaning workstations and worksites to at least two times per day.
- Limit the number of incoming deliveries to only those that are deemed essential. Consider leaving deliveries (packages, boxes, and envelopes) unopened for a few days, and be sure to remind employees and volunteers not to touch their face and to clean their hands after handling and/or unwrapping deliveries.<sup>5</sup>

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<sup>5</sup>Government of Manitoba, *manitoba.ca*, [https://manitoba.ca/asset\\_library/en/coronavirus/restoring-workplace-guidance.pdf](https://manitoba.ca/asset_library/en/coronavirus/restoring-workplace-guidance.pdf)

## Personal Protective Equipment (PPE)

- PPE should be used in combination with physical distancing, hand hygiene and other control measures.
- If PPE is required, employees and volunteers should be supplied the PPE and should be given the safety guidelines for its use.
  - PPE must be always maintained and in good condition to perform the functions it was designed for.
  - Employees and volunteers should be properly trained in putting it on, taking it off, care, disposal, and storage, as well as cleaning of PPE.
  - Employees should be aware that risk may increase if not using consistent and appropriate techniques.

## Masks

Wearing a non-medical mask offers some protection to you. However, the use of a non-medical mask can reduce the chance that others are coming into contact with respiratory droplets by covering your mouth and nose to prevent respiratory droplets from spreading to others or landing on surfaces.<sup>67</sup>

### How to Wear a Surgical Mask



**Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.**



**During Use Avoid touching the mask or your face under the mask.**



**Removing the mask clean hands with alcohol-based hand rub or soap and water.**

**Remove using the ties or elastic loops.**

**Discard immediately in garbage can.**

**Clean hands with alcohol-based hand rub or soap and water.**

<sup>6</sup> Government of Canada, *Canada.ca*, <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>

<sup>7</sup> Government of Canada, *Canada.ca*, <https://www.canada.ca/en/health-canada/services/drugs-health-products/medical-devices/masks-respirators-covid19.html>

## Eye Protection/Face Shields

Eye protection/face shields are recommended to be used when there is the potential to be within two metres from your patient. Pedorthists are accustomed to wearing eye protection in a laboratory setting, but in order to prevent droplet contact with mucosa or conjunctiva, it is recommended that Pedorthists wear goggles (full perimeter seal) or a face shield and not “safety glasses” when serving customers/patients and cannot maintain a two-metre distance.

## Gloves

Gloves are not required in all settings. When employees will be in direct contact with an ill person, or a contaminated object or environment, it is recommended that gloves are worn. When gloves are used, they must be properly disposed of following their use, and the wearer should immediately practice hand hygiene after removing gloves.

It is recommended that providers wear protective gloves when providing patient care, particularly when close touch or contact is involved.<sup>8</sup>

### How to Remove Gloves



<sup>8</sup> Government of Canada, *Canada.ca*, <https://www.canada.ca/en/health-canada/services/drugs-health-products/medical-devices/covid19-personal-protective-equipment.html>

<sup>9</sup> Globus Group, *globus.co.uk/*, <https://www.globus.co.uk/how-to-safely-remove-disposable-gloves>

## Specific Pedorthic Clinic Guidelines

Pedorthic clinics are presented with a unique set of challenges. Ensuring employees and patients remain safe while in clinics, manufacturing facilities and retail settings is of the utmost importance during these challenging times.

### Healthy Habits

- Screen patients/clients at the time of booking and on the day of appointment. Consider virtual care as an option, particularly if a patient/client screens positive for exposure to the virus or is at risk of complications should they contract COVID-19.
- Always wear a mask and other appropriate PPE.
- Wash your hands with soap or use a Health Canada approved sanitizer before and after each patient/client interaction and when putting on and taking off PPE.
- Clean and disinfect all patient/client contact surfaces after each use.
- Regularly clean and disinfect all high-touch surfaces in your place of employment, such as reception and break room surfaces

### Ramp Up and Continued Cleaning

Prior to opening a clinic, it is recommended that a deep clean is performed on all surfaces. This deep clean includes but is not limited to:

- All waiting room chairs and tables
- All door handles, light switches, and railings
- Walls, floors, lab equipment, tools, bathrooms
- Desks, keyboards, computer screens, printers
- Treatment tables, chairs in treatment rooms, counters, cupboards, cupboard handles

It is recommended that a regular cleaning schedule is developed for the clinic, manufacturing facility and retail locations. Store-front spaces are frequently touched by customers and employees, increasing the risk that individuals with COVID-19 can spread the virus in the clinic, putting employees and patients at risk.

To reduce this risk, best practice is to disinfect frequently and with the appropriate disinfecting products (including government Drug Identification Number) – noting that while cleaning is a necessary first step, disinfecting ultimately eliminates the virus.

A full list of disinfectants approved by Health Canada can be found [here](#).

Wood Wyatt has partnered with the Pedorthic Association of to provide disinfecting products to members. Wood Wyatt provides a variety of disinfecting products able to kill the COVID-19 virus. A quick reference list of disinfectants that can kill the COVID-19 virus are available through Wood Wyatt [here](#).

To view the entire Wood Wyatt catalogue, click [here](#).

All staff members returning to work are expected to be in good health. Employees should be expected to self declare if they are feeling unwell, have been in contact with someone who has COVID-19 or has any reason to believe they may be infected.

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## Waiting Area

**Restricted Entrance-** Entry to the clinic should be limited to ensure a two-metre social distance is maintained. This will require proper patient scheduling and control of entry and exit of clients to prohibit overlap. Patients needing additional assistance should be encouraged to bring someone with them to help during the scheduled appointment.

Clinic waiting areas should be minimal in their furnishings. Seating that is able to be wiped down and disinfected should be available to patients. All children's toys, magazines and colouring should be removed to prevent contamination and minimize cleaning.

It is recommended to restrict access to individuals wanting to access the clinic without a scheduled appointment. Individuals should be stopped at the door and assisted there; this will eliminate additional cleaning and disinfecting. If this is not an option and the individual needs to see the Pedorthist, they should be asked to wait outside or in their vehicle until the Pedorthist is available to assist them.

Upon entry to the clinic, best practice is to have patients and employees sanitize their hands following the proper guidelines. It is recommended that hand sanitizer and signage indicating the proper use of hand sanitizer be made available at the entrance to the clinic or retail setting.

Upon entry, it is recommended that patients have their mouth and nose covered if they will be at any given time within two metres of staff or other patients, and this can be accomplished with a mask.

For clinics that do not have reception staff it is recommended that the door to the clinic remain locked. This will ensure the safety of staff as well as potentially reduce the risk of potential contamination of the clinic. A sign should be posted on the entrance door informing patients of the new guidelines in place in the clinic and how they should contact clinic staff to gain entry.

Recommended mouth and nose coverings for patients entering the clinic



**Non-Medical Masks:** Non-medical masks are often homemade of breathable fabrics. These can be traditional looking masks, bandanas, scarves etc. There are numerous designs for fabric masks, but they generally cover the nose and mouth, are secured with ties or elastic loops, include multiple layers of fabric, and can sometimes be

washed and re-used.<sup>10</sup> A three-layer mask is recommended in most jurisdictions.

**Surgical Masks (recommended for Pedorthist):** A class 1 medical device that offers some protection to the wearer, whilst trapping droplets of the wearer to protect others. barrier to trap droplets expelled by the wearer and prevent them from potentially landing on a surface or person.



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Commented [AD10]: A class 1 medical device that offers some protection to the wearer, whilst trapping droplets of the wearer to protect others.

<sup>10</sup> Public Health Sudbury and District, *phsd.ca*, <https://www.phsd.ca/health-topics-programs/diseases-infections/coronavirus/guidance-for-wearing-non-medical-masks>



**N95 Respirator:** Most respirators used for health care purposes are disposable filtering face pieces covering mouth, nose, and chin. They are a disposable particulate respirator. Airborne particles are captured from the air on the filter media by interception, inertial impaction, diffusion, and electrostatic attraction.<sup>11</sup>

## Reception

A Plexiglass shield should be mounted at the reception desk to protect the reception/administration employees working at the front desk. This recommendation is made based on the assumption that there is a dedicated receptionist. For clinics that do not have a dedicated receptionist this Plexiglass shield may not be necessary. Many jurisdictions have made a plexiglass shield mandatory. A full list of requirements by jurisdictions is available in appendices 2.

Ideally the reception area would have one person working. If this is not possible, employees working in the reception area should be wearing masks if they are working closer than two metres from each other; however, they should be working a minimum of one metre apart. In the reception area there should be no sharing of pens, staplers, pencils, or any other community use supplies located in this area.

Following the use of items such as printers, debit machines and scanners that all staff have access to, a thorough wipe down should be done to ensure there is no possibility of cross contamination.

Counters and debit machines should be thoroughly wiped down following customer use.

## Lunchroom/Common Areas

The use of common areas is not something that can be eliminated entirely. These areas are necessary for staff to use to take a break, eat their lunch, grab a coffee or snack. Due to the high stress levels associated with COVID-19, these rooms are needed now more than ever to help our staff maintain a sense of normalcy. Mental health in the workplace is as important to monitor as the guidelines.

It is recommended that a two-metre distance is maintained between employees in the break/common area and hand hygiene be practiced upon entering and exiting the area. It is also recommended to encourage employees to take a break outside on the property if weather permits.

Lunch and common rooms should be cleaned and disinfected on a regular basis and a schedule should be developed to ensure this.

## Appointment Bookings

Prior to booking any appointments patients will need to answer a series of questions to ensure they are in good health and have not been in contact with the COVID-19 virus.

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<sup>11</sup> U.S Food and Drug Administration, *fda.gov*, <https://www.fda.gov/medical-devices/personal-protective-equipment-infection-control/n95-respirators-and-surgical-masks-face-masks>

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## Patient Screening Questions

1. Do you have any of the following symptoms: fever, cough, shortness of breath, difficulty breathing, sore throat, and/or runny nose?
2. Have you returned to Canada from outside the country (including USA) in the past 14 days?

In the past 14 days, at work or elsewhere, while not wearing appropriate personal protective equipment:

3. Did you have close contact with someone who has a probable or confirmed case of COVID19?
4. Did you have close contact with a person who had acute respiratory illness that started within 14 days of their close contact to someone with a probable or confirmed case of COVID-19?
5. Did you have close contact with a person who had acute respiratory illness who returned from travel outside of Canada in the 14 days before they became sick?

Each Province has their own set of screening questions. Provincial recommendations can be found on provincial public health websites.

The results of their screening should be recorded in the patient file.

Appointments should, when ever necessary, be scheduled via webinar, phone, or telehealth.

Appointments that cannot be schedule online. In person appointment times can be minimized by conducting verbal aspects, such as history, via phone, or using telehealth video.

A 5-15-minute window should be allotted between patients. This 15-30-minute window will be dependant on the number of patient assessment rooms in the clinic and number of Pedorthist working out of the clinic. This 15-30-minute window should prevent the possibility of multiple patients attending the clinic at the same time if an appointment runs longer than anticipated. This will also prevent the amount of time a patient may have to wait outside the clinic.

A thorough cleaning and disinfecting of the patient rooms should be conducted during this 15-30-minute time frame. All surfaces that have been touched by the Pedorthist, patient or anyone else, should be wiped down with an approved disinfectant to kill any traces of the virus that may have been left behind.

## Treatment Specific Guidelines

### Compression

When possible, measurements should be taken by patients with the guidance of a Pedorthist. Guides have been made available by companies that produce compression garments. These guides should be made available to patients who are physically capable to measure themselves. If there is confusion on how to perform the measurements, this can be done via webinar, phone, or telehealth.

Products can then be mailed/delivered/ or picked up depending on the wishes of the patient. Patients should also be provided via pamphlet or verbal discussion on phone/video on proper procedure on how to don, doff and care for the garment.

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## Orthotics

This service will need to be performed in clinic unless it is a returning client needing minimal modifications. Direct Mold, Foam Box, Plaster Slipper Casting, Wax Mold, Laser, Contact Digitizing are all services that are considered “hands on” and would need a in person appointment. During these appointments, certain guidelines should be followed to ensure the safety of the Pedorthist and patient.

1. Patient should be provided a chair in the assessment room that can easily wiped down. (hard plastic or vinyl)
2. Best practice for PPE is for Pedorthists to wear a mask, gloves, and goggles/face shield when within two metres of the patient. Consider wearing a gown for “high risk” patients – those whose professions put them at additional risk, or those who travel regularly, or have a condition that predisposes them to coughing or sneezing.
3. During the non weight bearing (NWB) exam and casting process, it is best for the Pedorthist to attempt to get at least one metre distanced (face-to-face). If possible, consider using a leg rest or treatment bed, and casting your patient prone. When not possible, ensure proper PPE and hand and respiratory hygiene are in place to keep everyone safe.
4. Remainder of treatment will follow regular recommended Pedorthic procedures.
5. Once orthotics are ready dispensing can be arranged.

**Commented [AD14]:** Consider wearing a gown for “high risk” patients – those whose professions put them at additional risk, or those who travel regularly, or have a condition that predisposes them to coughing or sneezing.

## Modifications

Patient can leave the orthotics in a designated dropbox in the waiting area or curbside for simple updates – top cover refresh, minimize met pad height, bring down medial arch, etc. This can be determined via phone or telehealth visit. Any items left in the dropbox, curbside or delivered should be disinfected using a disinfecting spray approved by Health Canada.

## Bracing

Patients needing braces should be fitted over the phone when possible with guidance from the Pedorthist. When an individual is not able to do measurements themselves, an in-person appointment should be scheduled.

It is recommended patients use the hand sanitizer upon entry to the clinic and that they are wearing a mask or face covering while in the clinic.

During “hands on” measurement and fitting, the Pedorthist should protect themselves by wearing a mask, goggles, and gloves during the appointment.

## Footwear

Known patients wanting another colour or updated version are able to order on the phone or online and have their shoes available for pick up or delivery.

For new patients, in person consultation is always the better option to ensure a good fit. This will limit the possibility of returns, quarantines, and cross contamination.

Patients needing custom footwear or modifications will need to schedule an appointment. The same guidelines outlined above for orthotics should be followed for this procedure as well.

## Retail

Access to the retail portion of the store should ensure there is adequate space to ensure a two-metre distance between customers. Additional customers should be asked to wait outside of the store and to follow social distancing protocols. Customers should have limited access to the merchandise; anything that is of interest to the customer should be brought to them rather than having full access of the storeroom. Upon entry to the retail location, it is recommended customers fill in a contact tracing form.

Any items tried on by a customer should be disinfected. The outer and inner surfaces of the merchandise should be disinfected using a disinfecting spray approved by Health Canada prior to the item being returned to inventory.

A Plexiglass shield should be installed at the register counter to protect employees. During customer transactions, it is recommended to limit conversations and length of the transaction time.

Contactless (debit or credit) is recommended as the only payment types accepted during the pandemic outbreak. Following the transaction, all machines used, and counters need to be wiped down with an approved cleaner.

## Manufacturing

While in the lab area, a distance of two metres is recommended and appropriate PPE should be worn (mask, gloves, goggles).

Following the use of any equipment used in the manufacturing process (mills, ovens, vacuum presses, grinders, clickers, drill presses, band saws, compressors, dust and fume collectors, scissors, utility knives, hammers, screw drivers, measuring tools, drills, buckets, glue pots and brushes, storage trays, shelving racks, labelers, sealers, tape dispensers) they should be thoroughly wiped down and disinfected appropriately.

## Employer Checklist

<input type="checkbox"/> Ensure employees stay 6 feet apart whenever practical	<input type="checkbox"/> Post new cleaning protocols and guidance on PPE where associates can see them every day
<input type="checkbox"/> Adjust seating in break rooms, lunchrooms, and other common areas to respect social distancing practices	<input type="checkbox"/> Ban gatherings or meetings of employees during working hours unless specific areas have been approved where social distancing protocols are in place and capacity limits are indicated in said meeting areas
<input type="checkbox"/> When possible, encourage employees to take breaks and lunch outside, in their office or personal workspace, or other areas where proper social distancing is feasible	
<input type="checkbox"/> Use virtual/video/audio training for employee onboarding or skills development as much as possible	<input type="checkbox"/> Disallow handshaking and other unnecessary person to person contact in the workplace or in store
<input type="checkbox"/> Discourage employees from using colleagues' phones, desks, workstations, transmitters, pens/markers, handhelds/wearables, or other office/store/DC tools and equipment. If shared, clean said equipment, phones, and tablets with alcohol or disinfectant wipes	<input type="checkbox"/> Ensure employees wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom or lunchroom, and before leaving the store. Remind employees to remove jewellery before washing
<input type="checkbox"/> Post signs at entrances to the store and backrooms (delivery area) informing customers and delivery employees that they cannot enter the store if they are ill or are feeling unwell	<input type="checkbox"/> If store is located in a mall, ensure employees have all the protocols instituted by the property and provide checklists to keep staff well informed of rules and regulations
<input type="checkbox"/> Ensure you clean offices, lunchrooms, and workspaces at least once per day, and more often for high-traffic areas and contact surfaces.	<input type="checkbox"/> Focus on frequently touched and shared surfaces such as keys, doors, handles, carts, handrails, light switches, shelves, countertops, drawers, keyboards and mice, touchscreens, payment keypads, cash drawers, pens, tools, phones, radios, vending machines, tables, chairs, and kitchen equipment
<input type="checkbox"/> Provide associates with the personal protective equipment they need to safely use cleaning products and make sure they use them correctly	
<input type="checkbox"/> Ensure cleaning procedures, following a known or potential exposure in the store, comply with Public Health guidelines	<input type="checkbox"/> Ensure operating hours allow downtime between shifts for thorough cleaning <sup>12</sup>

<sup>12</sup> Retail Council of Canada, *retailcouncil.org*, [https://www.retailcouncil.org/wp-content/uploads/2018/08/Retail-Recovery-Guide-Checklists-Templates-Guidelines\\_May-3-2020.pdf](https://www.retailcouncil.org/wp-content/uploads/2018/08/Retail-Recovery-Guide-Checklists-Templates-Guidelines_May-3-2020.pdf)

## Provincial Contact Information for Reporting Covid-19 Cases

### Manitoba

Contact Health Links-Info Santé at 204-788-8200 or 1-888-315-9257 (toll-free) if you're experiencing symptoms of the 2019 novel coronavirus.

### Alberta

Please do not visit a hospital, physician's office, lab, or healthcare facility without consulting Health Link [8-1-1](#).

### British Columbia

You no longer need a referral from a health care provider, and you do not need to call 8-1-1 if you have symptoms and would like to be tested for COVID-19. You can use the BC COVID-19 Self-Assessment Tool [here](#) to help determine if you need further assessment for COVID-19 testing by a physician, nurse practitioner or at a local collection centre.

Click [here](#) for a list of collection centres (locations where you can be tested) across the province to find one near you or call [8-1-1](#) to find the nearest centre.

### Saskatchewan

Those who fit the criteria and suspect they may have COVID-19 can obtain a referral to a community testing site by phoning [8-1-1](#) or contacting their family physician, their nurse practitioner, or their local Public Health Communicable Disease Control office.

### Ontario

Call Telehealth Ontario at 1-866-797-0000 to speak with a registered nurse.

### Quebec

Call the toll-free number 1 877 644-4545 if you are showing symptoms of COVID-19.

### New Brunswick

COVID-19 Assessment Centres across Horizon offer appointments for patients exhibiting mild to moderate symptoms of Coronavirus (COVID-19).

Appointments are provided following a triage completed by Tele-Care [8-1-1](#).

### Nova Scotia

If you think you should get tested for COVID-19 you will need to call [8-1-1](#) to determine if there is a need for an in-person assessment.

<https://novascotia.ca/coronavirus/when-to-seek-help/>

### Newfoundland and Labrador

[8-1-1](#) HealthLine

### Northwest Territories

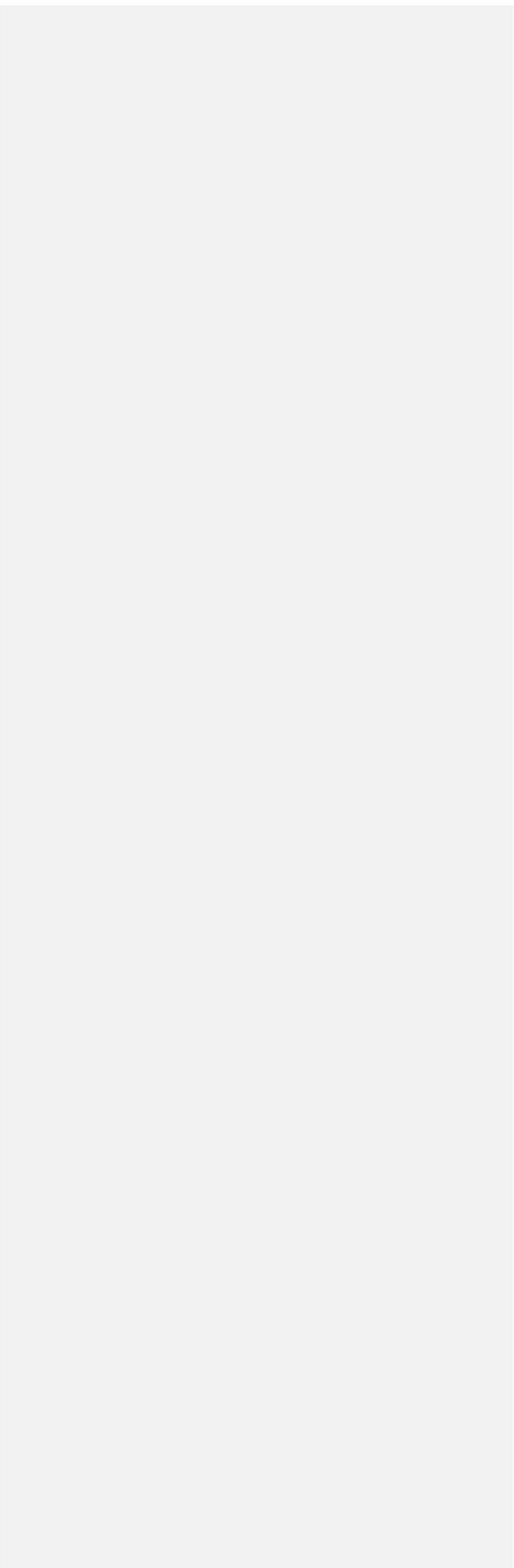
If you or someone in your household is experiencing symptoms, go or stay home and:

- Call [8-1-1](#)

- Yellowknife: 867-767-9120, or book online at [www.nthssa.ca/appointments](http://www.nthssa.ca/appointments)
- Inuvik: 867-490-2225
- Fort Smith: 867-621-2233 or 867-872-0562
- Hay River: 867-874-7201 (between 08:30-16.30). After hours call Emergency Department at 867-874-8050.
- Other Communities can call their local health centres, [www.hss.gov.nt.ca/health-centres](http://www.hss.gov.nt.ca/health-centres)

## Yukon

HealthLine – 8-1-1 - Yukon Health and Social Services



## Appendix 2- Provincial Public Health Orders

### British Columbia

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions#pho-order>

### Alberta

<https://www.alberta.ca/covid-19-orders-and-legislation.aspx#toc-0>

### Saskatchewan

<https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus/public-health-measures/public-health-orders#current-public-health-orders>

### Manitoba

<https://www.gov.mb.ca/covid19/restartmb/prs/orders/index.html#current>

### Ontario

<https://www.ontario.ca/page/covid-19-response-framework-keeping-ontario-safe-and-open>

### Quebec

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/progressive-regional-alert-and-intervention-system/map-of-covid-19-alert-levels-by-region/>

### New Brunswick

<https://www2.gnb.ca/content/dam/gnb/Corporate/pdf/EmergencyUrgence19.pdf>

### Nova Scotia

<https://novascotia.ca/coronavirus/docs/health-protection-act-order-by-the-medical-officer-of-health.pdf>

### Newfoundland and Labrador

<https://www.gov.nl.ca/covid-19/alert-system/public-health-orders/>

### Prince Edward Island

<https://www.princeedwardisland.ca/en/topic/public-health-orders>

### Yukon

<https://yukon.ca/en/health-and-wellness/covid-19-information/latest-updates-covid-19/orders-and-directions-covid-19>

### Nunavut

<https://www.gov.nu.ca/health/information/chief-public-health-officer-orders>

### Northwest Territories

<https://www.gov.nt.ca/covid-19/en/public-health-orders>