



CHOPRA
Addiction & Wellness
Center

**GUEST
INFORMATION
RE COVID-19**

www.chopratreatmentcenter.com / 1 (888) 802-3001

FROM OUR FOUNDER

The Chopra Addiction and Wellness Center is a multi-disciplinary treatment program for adults. We are committed to providing a healthy and safe environment for all guests and staff.

As a Community Care Licensed Facility under the Vancouver Coastal Health (VCH) Authority, and accredited under the Commission on Accreditation of Rehabilitative Facilities (CARF), the Center has infection control practices in place to ensure minimizing risk of transmission of infectious diseases, including the COVID-19 virus. We continuously strive to meet or exceed the licensing requirements of these regulatory and accreditation bodies.

The Province of British Columbia is currently under a State of Emergency, and the entire nation under travel restrictions for non-essential services, we are all responding to this NEW evolving reality. The Center, after gathering feedback from various stakeholders, wishes to share with everyone considering attending the Center, some key measures we are taking to support the health and safety of all guests and staff.

Our Practices have been developed from information provided from the BC Center for Disease Control (BCCDC), the Public Health Agency of Canada (PHAC), the World Health Agency (WHO), and the Provincial government through the local Health Authority.

We thank you for your patience and understanding and we look forward to welcoming you to the center.

Nirmala Raniga

NIRMALA RANIGA
FOUNDER



WE ARE PREPARED

The following safeguards are in place at the Chopra Addiction and Wellness Center

INFECTION CONTROL

- As part of VCH protocols, physical distancing, the thoughtful use of Personal Protective Equipment (PPE), and enhanced universal health precautions are in place
- Guests and staff must endeavor to maintain a distance of 6 feet (2 meters or 5 square meters) apart when possible. When this cannot occur, face masks will be required. Face masks will be provided if a guest or staff do not have their own reusable face mask.
- Three types of masks will be available as-needed. Principally, personal reusable face masks are permitted at the Center. Standard disposable (surgical) masks will be provided when needed. N95 masks will only be used when a person is quarantined (i.e. food service) or as directed by medical professionals
- Other PPE such as protective gowns, full face shields, or N95 masks may be used if a guest is required to be placed in isolation as an outcome of COVID-19 (presumptive or confirmed) infection.
- Frequent hand-washing will be required. Multiple reminders, signage, and gentle support will be provided to encourage this basic behaviour, especially prior to and after using washrooms, and before eating, and/or touching one's face
- Frequent disinfection using Center-approved products will occur in high-touch areas of the Center. We use a potent yet safe bleach (9:1 dilution) solution for disinfecting.
- Thorough disinfection will occur every 8 hours in high use areas
- Daily disinfection will occur in all other Center areas that have been accessed by guests or staff
- Any vehicle being used by the Center to transport guests will be disinfected prior to and after the utilization of the vehicle
- Ongoing education for guests and staff on Universal Health precautions will be provided at natural meeting times

PRE-ADMISSION

- All guests currently receive a phone call from Center staff to assess their well-being, and additional questions have currently been added to this stage of communication. Our medical staff will be consulted if a prospective guest feels that they may have symptoms related to Influenza or COVID-19
- If a medical assessment is required, this will occur via video-conference, and a decision (re: suitability) will be made solely at the discretion of the medical staff. This decision may be that the prospective guest requires a period of self-isolation for 6 days prior to reassessment (the timeline for Covid-19 virus symptoms to develop following exposure is currently estimated to be 5-6 days)
- Canadian travel restrictions are currently in place, and essential services within Canada can be accessed via public transportation when available. We principally encourage guests to travel by car to our facility in Squamish BC. On a case by case basis, other transportation supports and protocols may need to be put in place.

ADMISSION

- As per health authority guidelines, any guest that has an elevated temperature or describes symptoms of COVID-19 is expected to be tested onsite by medical staff. At this time, we are undertaking to provide COVID-19 screening with nasopharyngeal swabs to all guests at the time of their admission
- If a guest is diagnosed with COVID-19, Public Health / VCH will follow up immediately with the facility to assist in management and contact tracing and to provide transportation to a higher level of medical care if their clinical status requires it.
- If Guests' require offsite professional visits apart from their initial intake examinations, they will be offered virtual visits (Tele-health measures are in place throughout the BC Health Authority).

ACTIVITIES

- Activities at the Center consider the current guidelines for physical distancing. Where possible the large activity room will be used and a maximum of 12 persons will be allowed in the room at one time (excludes yoga which will be a maximum of 8 persons)
- Community activities are suspended and guests are expected to remain on the property during the entirety of their stay with the Center- Exceptions may include staff-guided walks in nature that originate at the center.
- If hygiene or other essential products are required, Center staff will determine a process to purchase the items on behalf of the guest (i.e.: online shopping and pickup)
- All guests will receive additional weekly updates on any emerging news regarding the state of emergency and any critical updates will be provided daily when required
- All guests will receive Infection control, Universal Health Precautions, Hand washing, and cough/sneeze etiquette training – and be expected to follow said etiquette and guidelines
- All laundry activities will be closely monitored with one guest using the laundry at a time. Disinfection will occur after each use of the laundry area by Center staff

GUESTS AND VISITORS

- Licensing guidelines expect a level of access from a guest's immediate personal network, and the Center will ensure technology for video conference and long-distance phone-call access is available to guests 24 hours a day.
- At this time, physical onsite contact with a guest's personal network will be limited to emergency situations only and only when other measures have been exhausted (e.g. notary to sign legal documents). PPE and/or utilization of outdoor space will be required

FOOD SECURITY

- Enhanced policies have been put in place to ensure ample food storage, food access, and food security measures are in place
- In order to limit the potential for any contamination, only kitchen staff will be permitted in the kitchen; no exceptions will be made. Kitchen staff will be required to wash their hands frequently, wear appropriate PPE, and limit their in-out privileges to the kitchen
- Guests and staff will limit proximity during meal times - with empty seating or distance between diners wherever possible. Multiple sittings will occur if more than 10 diners require the service.
- A dedicated staff member will remind and monitor hand hygiene practices before meals.
- Any guest required to isolate will receive delivered snacks, beverages, and meals as per the Center schedule.
- Certain menu items may be substituted at the discretion of the Kitchen Manager to limit contact with food.
- All food will be served by kitchen staff, and ordered through verbal requests by guests. Self-service is currently discontinued.
- A movable barrier may be erected for kitchen staff if required
- The Kitchen will be closed to all non-kitchen staff and guests except during meal times. All persons will be required to pass through the single front door, unless there is an emergency requiring evacuation.
- Kitchen staff will disinfect all tables, chairs, and condiment containers accessible by guests after each kitchen closure.

KEY LINKS

- Healthlink BC call 811 (must be in BC)
- BC Center for Disease Control www.bccdc.ca
- Vancouver Coastal Health Authority www.vch.ca
- BC COVID-19 Symptom Self-Assessment Tool <https://covid19.thrive.health/>
- Public Health Agency of Canada <https://www.canada.ca>
- Non-medical COVID-19 information in 110 languages 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300 <https://digem.med.ubc.ca/covid-19-multilingual-resources/>
- Mental Health resources - Taking Care of Mental Health during a Pandemic <https://www.psychiatry.org/news-room/apa-blogs/apa-blog/2020/02/coronavirus-and-mental-health-taking-care-of-ourselves-during-infectious-disease-outbreaks>

The Center is a safe space for all persons and will not/must not make or tolerate statements that explicitly or implicitly infer that a person's racial or ethnic background changes the level of risk for contracting or spreading the virus.

OUR TEAM HAS IMPLEMENTED THE DIRECTIVES AND GUIDELINES
PUT FORTH BY VANCOUVER COASTAL HEALTH, THE PROVINCIAL
AND FEDERAL HEALTH AUTHORITIES TO ENSURE THE HIGHEST
LEVEL OF SAFETY FOR OUR GUESTS AND STAFF