

Standard Operating Procedures for EMU Clinics

Eagle Nutrition Services

I. Purpose

The purpose of this document (“SOP”) is to establish safety procedures and a preparedness and response plan for Eagle Nutrition Services (ENS). This document is intended to augment the Eastern Michigan University Covid-19 Preparedness, Response, and Safe Return to Campus Plan for Clinics (“Clinic Plan”). Nothing in this document supersedes or overrides the Clinic Plan.

II. Scope and Application

This SOP applies to all employees, contractors, and students who conduct work at Eagle Nutrition Services. This SOP also applies to visitors to the clinic, including but not limited to clients or patrons.

III. Implementation

A. Publication and notification

This SOP will be published as follows:

1. Website: www.emich.edu/chhs/hs/ens (aka: <https://www.emich.edu/chhs/health-sciences/nutrition-services/index.php>)
2. This SOP will be emailed to all clinic staff, including students.
3. This SOP will be posted onsite at the clinic, both in the clinic staff room, and in a public area for clients.
4. Relevant information from this SOP, including all expectations, will be sent to all clients, patrons, and other visitors of the clinic in advance of their visit.
 - All clients of ENS receive a reminder email which is automatically generated by our scheduling system 30 hours prior to their appointment. This information will be added to the reminder email, as well as a link to this full policy on ENS’s website and a link to EMU’s Stay Safe website.

B. Supervision

The Clinic Director, Darlene Bellers, is responsible for the implementation, monitoring, and reporting under this SOP.

C. Training

The Clinic Director, Darlene Bellers, will maintain records of COVID-19 training required by the Clinic Plan. Clinic employees, including

students, will not be permitted to work in the clinic until training has been completed.

- All of our dietetic students, as well as our GA, will complete training as part of their orientation tasks at the beginning of Fall 2020 semester.
- Winter 2021 students will complete training at the beginning of Winter 2021 semester.

IV. Policies and Practices

A. The Clinic Director will post signs instructing clients/patrons to wear a face covering (and maintain physical distancing) when inside the clinic. Signs can be found here (<https://www.emich.edu/emu-safe/communication-resources/printable-materials/index.php>) and will be posted at the following locations/building entrances:

1. All entrance doors of 1st floor Rackham (ENS entranceway, entranceway by exercise science labs, entrance by 150 Rackham) since clients often park in Rackham Parking Lot, located on the first floor, and may enter in any of the three entrances.
2. All three doors of our front vestibule (outside door, door into ENS, door entering from hallway).

B. Waiting area occupancy shall be limited to 2 parties, with no more than 2 people per party. No more than 4 visitors (2 sets of 2) are allowed in the waiting room at any single time.

1. Often, couples will attend back-to-back DEXA appointments together, so the above practice allows for pairs to be in the waiting area.
2. Accompanying guests not scheduled for a visit will be asked to wait in their vehicle. This will be noted in the reminder email as a means of discouraging non-scheduled guests from entering the clinic.
3. Our plan is to limit our scheduling availability so no more than 2 client appointments will occur simultaneously, which further decreases the likelihood of 4 people within the waiting room at any given time.
4. There will be two designated waiting spots, marked with signage, with two chairs at each spot.

C. The Clinic Director and the Director of Environmental Health and Safety (or the Director's designee) will survey the space and mark the waiting rooms to enable six feet of physical distancing (e.g., by placing applicable placards on the ground and/or removing seats in the waiting room). All clinic staff, students, clients/patrons, and visitors must limit their movement in a waiting area to these

markings. Placards must be selected and ordered by the clinic from this website:

<https://www.emich.edu/emu-safe/communication-resources/stickers/index.php>

- D. All clients/patrons will undergo a screening protocol, including a temperature check, at each appointment. The screening protocol will consist of the following:
1. A designated screening area will be set-up near the clinic entrance (or hallway) and attended by an ENS staff member.
 2. People entering the clinic will be asked (with signage and by staff) to stop at the ENS screening area before approaching the front desk.
 3. Each client will be provided a mask (if they are not already wearing one) and reminded of our campus policy.*
 4. Then, they must show their COVID-19 PASS email to the table staff.*
 - Clients will be emailed the link to the COVID-19 PASS (covid.emich.edu) in their reminder email and asked to complete it the morning of their visit.
 5. If the COVID-19 PASS is green, the client will receive a temperature reading with a contactless thermometer.*
 6. If their temperature is within normal limits, clients will be asked to apply hand sanitizer.*
 7. Then, the client will be handed their visit paperwork, which includes the informed consent, on a clipboard with a pen*, and asked to take a seat in one of the two assigned spots in the waiting room. (A “dirty” bin will be placed at the front desk for used clipboards and pens. The front desk staff is responsible for cleaning these items with a disinfecting wipe throughout the day.)
 8. All of the above information will be outlined in the client’s reminder email which is sent 30 hours prior to their appointment time. If they fail their COVID-19 PASS screening, they will be asked to call the clinic to reschedule their appointment.
 9. In the rare event that a client becomes angry, disgruntled or displays physical aggression when asked to follow these policies:
 - The student staff member will let the client know that they are going to get a supervisor.
 - They will update the supervisor (Clinic Director, Darlene Bellers, or GA, Ramona Bertrand)
 - The supervisor will then place a call to DPS notifying them of the situation.
 - The clinic staff will defer to DPS for guidance on handling the situation.

- Under no circumstance should a student staff member engage (talk with, try to reason with, etc) a client who is angry, disgruntled or displaying physical aggression.

10. The above listed items (*) must be done in the order shown here. Staff will have a reminder checklist at the screening table for reference.

- E. The clinic director shall obtain hand sanitizer by contacting Dieter Otto (dotto@emich.edu). Hand sanitizer will be made available at the following client/patron entrances:
1. At the entrance of the ENS clinic, on the screening table, in each of the clinic rooms where clients will be seen, and also at the front desk.
- F. The clinic director shall obtain face coverings by contacting DPS (1200 Oakwood or 734-487-1222) or Shipping, Receiving and Mail Services (1215 N. Huron River Drive, 734-487-4386). Face coverings will be made available at the following client/patron entrances:
1. At the screening table located at the entrance of the ENS clinic (in the hallway outside the entrance).
- G. The following PPE will be required by staff (listed by service/area):
1. DEXA visits: face mask (disposable or cloth), single-use gloves
 2. BIA visits: face masks (disposable or cloth), single-use gloves
 3. Nutrition Counseling (if in-person): face masks (disposable or cloth)
 4. Cleaning/disinfecting in between clients: face masks (disposable or cloth) and single-use gloves
 5. Front desk: Face mask (disposable or cloth); single-use gloves are required if front desk staff are cleaning (the clipboard and pens, for example)
 6. Screening Table: Face masks, single-use gloves if using disinfectant
- H. All clients/patrons are required to wear a face covering while in the clinic. Face coverings must cover the nose and mouth. Exceptions to this requirement are limited to the following:
1. For clients, ENS will defer to EMU's exception policy.
 2. For student staff, face masks must be worn all day, except for when seated to eat lunch or briefly when drinking beverages. Students will only be able to drink beverages in the back staff room, or in the supervisor's office. Lunch breaks will occur in the Demonstration Kitchen, where there is ample space to spread out and safely remove masks. Student lunch breaks will be staggered to limit the number of people in the Demonstration Kitchen at any given time.
 3. Student staff members may remove their face mask when they are on-

camera filming presentations or cooking demos. When behind the camera, they should put their mask back on.

- I. Remote services (e.g., telehealth) will be provided to the greatest extent possible. The following services cannot be performed remotely and will be offered in person:
 1. DEXA visits
 2. BIA visits
 3. ENS offers combined “DEXA plus nutrition consult visits” and “BIA plus nutrition consult visits.” If a client schedules one of these combined visits and must be in person for their DEXA or BIA anyway, they will be given the option to do the nutrition consult in person at the same appointment as the DEXA or BIA, or can schedule a separate virtual nutrition consult.
 - Standalone nutrition consults and follow-up visits will be scheduled virtually.
- J. Clients/patrons who have a high temperature or respiratory problems will be sent home immediately and their appointment will be rescheduled for at least 72 hours without symptoms. Clients/patrons will be informed of this policy in advance of their visit. It will be included in the reminder email.
- K. In the event that a staff member, student, client/patron, or visitor has a suspected or confirmed case of COVID-19, the Clinic Director will
 1. Immediately contact the Assistant Vice President for Academic & Student Affairs and Dean of Students emu_deanofstudents@emich.edu for specific instructions on further communications.
 2. Immediately close the clinic for at least 72 hours and until the clinic space has been thoroughly cleaned and disinfected. The Clinic Director will also consult with Custodial Services about thorough disinfection of the clinic space.
- L. The following accommodations will be made for highly vulnerable clients/patrons:
 1. Limited Staff: nutrition consults are usually done with the client, the Registered Dietitian, and 1 student staff member (for learning experience). For this population, the student will be asked to sit out of the consultation. For DEXA and BIA, only the provider and the client will be in the room for these services.
 2. Spacious room: For all of our in-person nutrition visits, we will be using the ENS conference room, which is a much larger space than our counseling room and allows people to sit further apart.
- M. The Clinic will limit the number of in-person appointments to 10 per day in order to maintain physical distancing and allow for sufficient cleaning and disinfecting

between appointments. To further limit physical distance:

1. No more than 2 appointments can occur simultaneously.
2. Clients will be permitted to exit the clinic using the emergency-exit “back” door, which will prevent them from walking past people seated in the front waiting area.
3. After each visit, the provider and/or the student staff who assisted with the visit will be responsible for cleaning that area.
 - Since each area is uniquely different, each area will have its own cleaning checklist, but will include spraying disinfectant and wiping down all tables, counters, chairs, computer keyboards, door/cabinet handles and other points of contact. Hospital-grade disinfectant wipes will be used on DEXA and BIA beds. Any pens or teaching tools (measuring cups, MyPlate plate, food models) used will either be cleaned immediately or put in the “dirty” bin for later cleaning.
 - In addition, each area will have a cleaning log which will be completed at the end of every cleaning. Signs that read “Disinfected” will be placed on the DEXA and BIA beds notifying other staff and clients that that bed has been cleaned prior to the next use.
 - Front desk staff will be responsible for cleaning front counters, credit card machine, and waiting room assigned areas (chairs, coffee table, etc) after any client uses this area.
 - Staff, including students, will be trained on the appropriate contact/dwell time for disinfectants used in the clinic and Demonstration Kitchen.
4. In the event that a client experiences symptoms of COVID-19 during an in-person session, a supervisor (Clinic Director or GA) will end the visit, offer to reschedule a client appointment, and if the client refuses to reschedule, will provide a full refund for the aborted visit.

N. The following contactless sign-in procedures will be used:

1. Based on the fact that many of our clients are students who either live on campus, or have parked in one of the student lots across campus, it is not reasonable to have clients wait in their cars until their appointments.
2. Clients will have the option to wait outside of the building, and be telephoned when it is time for their appointment, if they do not want to wait in the waiting area.
3. Clients will apply hand sanitizer prior to touching clipboards and pens. Completed paperwork will be dropped off at the front desk, and

clipboard/pens will be placed in the “dirty” bin by the client themselves. This limits contact with the front desk staff.

4. Payment: At this time, ENS does not have an online payment system. Therefore, clients will swipe their own card, enter their pin (if needed), and the front desk staff will clean the credit card machine after each use.

O. ADDENDUM: Student Staff

1. No more than 5 dietetic students (aka student staff) will be in the clinic at any given time. (1 to work the front desk, 1 at the screening table, 1 observing the client and RD, 2 working on virtual projects in the Demonstration Kitchen)
2. At the Clinic Director’s discretion, dietetic students will be permitted to work on virtual projects from home, further limiting the amount of people in the clinic at any given time.
 - This will be based on the amount of clients scheduled for the day, and the amount of at-home work that is available.
 - Preference will be given to work-from-home hours where it’s applicable.

P. ADDENDUM: Demonstration Kitchen

1. ENS will suspend all kitchen rentals, cooking classes, and group presentations usually held in the kitchen for Fall 2020.
2. We plan to use this space for filming short cooking demos to be posted on our social media. This will consist of small groups of students and staff meeting in this room, and will be limited to only those necessary to complete filming of a food demonstration.
3. No clients are permitted in the kitchen.
4. The kitchen will also be designated as the “lunch break room” to allow ample space for students to spread out while on lunch. (Filming and lunch will not occur at the same time.)
5. This space will have a cleaning checklist, cleaning log, and supplies necessary to disinfect appropriately. It is expected that the student staff will disinfect after each use.
6. As deemed necessary, this space may be used for small group meetings by the Department of Dietetics and Human Nutrition. These small group meetings will be scheduled in the ENS scheduling system so that student staff can clean after meetings.