Standard Operating Procedure

Athletic Therapy Clinic; Access and Safety Guidelines

PC-SOP-AT-001-v03

Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Reason for Revision</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>03</td>
<td>Additional information to sections 2.2 and 3.1</td>
<td>March 04, 2016</td>
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</table>

Summary

The content of this standard operating procedure (SOP) provides guidelines for: access and safety procedures as well as standards and guidelines for the activities taking place within the athletic therapy clinic including the aqua-therapy (Swim-Ex) room.
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## 1. Definition of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Client</td>
<td>The party who contracts out services offered by PERFORM</td>
</tr>
<tr>
<td>Incidental findings</td>
<td>Incidental findings are unexpected discoveries or observations of potential clinical significance detected during the course of a study/activity that are outside the scope, or unrelated to the purpose or variables, of the study/activity.</td>
</tr>
<tr>
<td>Instructor</td>
<td>Person that has attained an adequate level of certification and expertise which qualifies them to supervise and teach students.</td>
</tr>
<tr>
<td>Internship students</td>
<td>A current student or recent graduate that is undergoing supervised practical training supervised by PERFORM employees.</td>
</tr>
<tr>
<td>PERFORM</td>
<td>The PERFORM Centre at Concordia University</td>
</tr>
<tr>
<td>PERFORM employee</td>
<td>Concordia employee that has been assigned to PERFORM.</td>
</tr>
<tr>
<td>PERFORM operating document (POD)</td>
<td>Operating documents that are specific to an instrument or technique that require approval by area managers.</td>
</tr>
<tr>
<td>Protocol</td>
<td>Methods that are developed by users on specific instruments/equipment - procedures followed within the clinic in regards to patient care.</td>
</tr>
<tr>
<td>Standard Operating Procedure (SOP)</td>
<td>SOP’s at PERFORM are any operating document that require a full review process and approval by the SD.</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Knowledgeable person regarding all or an aspect of a project or program and is familiar with PERFORM’s best practices that is responsible for ensuring that users conduct their activities in a safe manner and within scope of the project.</td>
</tr>
<tr>
<td>Users</td>
<td>Person using space or equipment at the PERFORM Centre that has received adequate technical and safety training.</td>
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</table>
2. Introduction

2.1 Background

The clinic’s mission statement is as follows: “The mission of the Athletic Therapy Clinic in the Concordia University PERFORM Centre is to provide internship students with a challenging educational experience, including practical and research opportunities. The Athletic Therapy Clinic is a unique teaching clinic supervised by certified athletic therapists who educate students to provide quality neuro-musculoskeletal services to the Concordia University community and the community at large.” This SOP will give clear information on the procedures and activities taking place in the clinic that fulfill the mission statement.

2.2 Purpose

This SOP will document the workflow, regulations and access to the Athletic Therapy Clinic within PERFORM. Information and regulations regarding the modalities used within the clinic will be covered in a separate POD for each modality. Those modalities are: Stims Unit, Compression Unit, Ultrasound Unit, Ice Machine, Thermalator, Swim-Ex Resistance Pool. The POD’s are on the PERFORM shared drive and hard copies kept in the Athletic Therapy Clinic. HUMAC testing can be performed by the students once training by the instructor has taken place. The SOP for the HUMAC will be read and signed during the orientation session as with all above mentioned POD’s. The HUMAC SOP is on the PERFORM shared drive.

2.3 Scope

This SOP will be applicable to the employees of PERFORM, the internship students and community participants involved in the Athletic Therapy Clinic.

2.4 Responsibility

The clinic is under the general supervision of the clinic manager who is responsible for the security, scheduling and all general office and clinical matters. The internship students delivering treatment within the clinic are under the direct supervision of certified athletic therapists. The certified therapists are responsible for educating students to provide quality neuro-musculoskeletal services to the Concordia University community and the community at large as well as ensuring safe and effective treatments and programs to clinic clients.

2.5 Relevant Documents

- PERFORM Emergency Protocol (including exit route)
- PC-POD-AT-002 Whitehall Thermalator Moist Heat Therapy Unit
- PC-POD-AT-003 Ultrasound Equipment
- PC-POD-AT-004 Stims Equipment
PERFORM Centre

- PC-POD-AT-005 Game ready Compression Unit
- PC-POD-AT-006 Swim-Ex Resistance Pool
- PC-POD-AT-007 Whitehall Portable Whirlpool
- PC-POD-AT-008 Chattanooga Wireless Professional
- Scope of Practice for Certified Athletic Therapists
- Athletic Therapy Clinic Student Reference Guide

These documents can be found on the PERFORM shared drive and a hard copies are kept in the Athletic Therapy Clinic.

3. Procedure

The general PERFORM safety procedures are followed within the Athletic Therapy Clinic. Additional safety procedures specific to the clinic area and Swim-Ex area are also included.

3.1

- Students will not be left with a client unsupervised
- No one can use the clinic modalities unless properly trained and the POD’s read and signed
- Appointments must be made for HUMAC use and then approved by the area supervisor for Functional Assessment
- No food or drink is allowed within the clinic treatment area or pool area
- The Swim-Ex can only be used if two members of the clinic are present with the client
- All staff members supervising within the pool area must have water certification
- Proper and appropriate attire is required as to bathing suits and footwear
- There will be no running within the pool area
- Diving is forbidden
- A panic button and an emergency cord have been installed in the pool area

3.2

Athletic therapy services and treatments will be delivered by the internship students. These treatments will be developed by the student and approved by the certified instructor during the daily case conference. The role of the supervisor/instructor is to ensure the client receives the best possible treatment and the student receives a practical and real world educational experience, in some cases the supervisor/instructor may be involved in the actual treatment delivery. All treatments, therapies and modalities used within the clinic will only be those as sanctioned under the Scope of Practice for Athletic Therapists.

3.3

Each student will be assigned a client for the duration of the client’s treatment should schedules allow. Patients/clients will call to make an appointment at the PERFORM Athletic Therapy Clinic – they will be given an appointment time, contact information will be taken and verified – directions to the clinic given if needed and the client then verbally informed of the clinic policies. A reminder call or email will be sent 24 hours prior to
the actual appointment date.

3.4 Upon arrival at the clinic and before any interaction takes place within the clinic, the client will be asked to read and sign a Patient Information Sheet which informs the client of clinic policies in regards to internship student treatment, fee for service and appointment procedures. The registration process will include: A general intake form - a variation of the standard PAR-Q must be completed and signed by the client, a second set of optional questions concerning lifestyle information that the patient may choose to answer and an informed consent/waiver document drafted by PERFORM and approved by Concordia’s legal department which must be explained to and signed by the client before the clinic appointment.

3.5 The internship student will be advised of the patient arrival and retrieve the client from the reception area, introduce themselves and proceed to the clinic. Should this appointment be an evaluation the instructor will greet the client and review the PAR-Q form to assess for any significant issues. Within the clinic the student will then take a history, do a physical assessment and determine whether their proposed treatment plan approved during the case conference is valid after the client history. If so the session begins, if not then the student consults the supervisor.

3.6 A case conference will be held daily with each internship student to discuss the progress of clients, changes in treatment, charting, consult letters, client discharge etc. Whenever there is a change of supervisor during a day there will be an overlap time to ensure all information is transmitted clearly to the next supervisor.

3.7 Once the hour session has ended the student will escort the patient to the clinic reception desk and schedule another appointment if needed. Students are advised in their orientation session that no additional payments or gifts can be accepted from clients.

3.8 All charting notes, consult letters or any document referring to client care must be signed by both the student and supervisor. All documents must be kept strictly confidential. Hard copies of patients’ signed consents and medical information sheets will be kept in a locked filing cabinet within the administrative office of the clinic. The provincial rules regarding medical record confidentiality, safety and archiving will be followed.

3.9 Scheduling, payments, receipts and general clerical work will take place at the clinic reception desk. Receipts will be signed by the supervisor as SUPERVISING ATHLETIC THERAPIST with their professional license number and by the student as TREATING INTERNSHIP STUDENT. Payments can only be made by Visa, Mastercard, American Express or Interac – no cash or payments by cheque are accepted.

3.10 The general maintenance schedule and mechanical operations of the Swim-Ex resistance
pool are covered in PC-POD-AT-006. However, there are additional safety procedures specific to that maintenance which will be covered in this SOP.

The chemical composition of the pool will be monitored daily by using a water testing kit. The test consists of adding a few drops of pool water into the kit and mixing in a solution to test both the chlorine and pH levels of the water. The results are color coded to a chart which gives the normal range of chemical composition. Should the results be out of the normal range the kit instructs on how much of each chemical to add to re-balance. The granulated chemicals are stored in plastic containers with safety lids. Other than gloves no extra safety precautions are needed to administer the chemicals.

The Swim-Ex does have the option of using the remote Capozzoli monitoring system. Should this system be activated then once the pool has been filled and the initial chemicals balanced the remote monitoring system will basically take care of any needed changes in the system.

The system is able to monitor and regulate the levels in the water and add CO2 or liquid chlorine as needed through the containers attached under the pool. Two chemicals are required for water balance and purity – liquid chlorine (housed in a plastic container) and CO2 housed in a gas cylinder).

Should the Capozzoli system be implemented the following are procedures concerning the application of the necessary chemicals:

The containers housing the chemicals must be placed and secured to the wall brackets or safety straps/housing tray provided beneath the pool (that area is accessible by a hatch door which remains closed and locked until access beneath the pool is required). When the chemicals need to be replenished three people must be present to ensure the safety of delivery into the pool pit area.

The chemicals are attached to the remote monitoring system by equipment provided by Capozzoli Water Management.

4 Incidental Findings

Please refer to the PERFORM SOP on incidental findings: PC-SOP-GA-011.
APPENDIX I

SOP Training Record Form
SOP Title

Athletic Therapy Clinic; Access and Safety Guidelines

SOP Code

<table>
<thead>
<tr>
<th>Ownership</th>
<th>Document type</th>
<th>Area</th>
<th>SOP Number</th>
<th>Version</th>
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<tr>
<td>PC</td>
<td>SOP</td>
<td>AT</td>
<td>001</td>
<td>03</td>
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Training Record

<table>
<thead>
<tr>
<th>Full Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution</td>
</tr>
<tr>
<td>Contact (email or phone number)</td>
</tr>
</tbody>
</table>

Signature

Sign here and return to SOP custodian  Date
APPENDIX II

Relevant Documents
Scope of Practice of a Certified Athletic Therapist

The Canadian Athletic Therapist Association (CATA) is an organization devoted to the health care of the physically active individual. A Certified Athletic Therapist must have fulfilled the academic, and practical requirements as outlined in the document entitled "Procedures for Certification". Certified members have successfully completed a comprehensive theory exam, and a subsequent oral/practical exam developed and administered by the certification board of the CATA.

The Scope of Practice of a Certified Athletic Therapist includes the prevention, immediate care, and reconditioning of musculoskeletal injuries. Prevention includes musculoskeletal and postural evaluation, equipment selection, fitting and repair, warm-up, conditioning programs, prophylactic or supportive taping, and adapting to the activity environment and facilities.

The provision of on field immediate care of athletic injuries by a Certified Athletic Therapist includes: injury assessment, basic emergency life support, recognition and management of acute traumatic neurological dysfunction, provision of first aid, preparation for entrance into appropriate health care delivery systems, or, where appropriate, utilization of techniques facilitating a safe return to participation.

A Certified Athletic Therapist assesses injuries and conditions, uses contemporary rehabilitative techniques, therapeutic modalities, soft tissue mobilization, physical reconditioning, and supportive strapping procedures to promote an environment conducive to optimal healing in preparing the individual for safe reintegration into an active lifestyle.

The Athletic Therapist, in cooperation with all performance enhancement personnel, and members of the health care delivery team, is an integral part of a total service to maximize the performance and welfare of the individual. Concomitant with the execution of this role, the Athletic Therapist nurtures an attitude of positive health.

The Certified Athletic Therapist must present annual documentation demonstrating continued professional development to maintain their status with the Canadian Athletic Therapists Association. Guidelines are presented in the document entitled "Maintenance of Certification".
In addition, Athletic Therapists are also bound by the following code of ethics and code of conduct:

**CODE OF ETHICS AND CODE OF CONDUCT**

**I - PREAMBLE**

One identifiable characteristic of a profession is the dedication of its Members in performing service to humanity. In becoming a Member (as defined in the Constitution) of the Canadian Athletic Therapists Association (the "Association"), an individual assumes obligations and responsibilities to act in accordance with the ideals and standards of the Athletic Therapy profession. These ideals, standards and principles are set forth in the Constitution of the Association (the "Constitution"), the Scope of Practice, the Membership binder, the CATA Policies and Procedures, the Code of Ethics and the Code of Conduct.

Each Member of the Association must adhere to the highest standards of conduct in attending to the needs of participants in an activity, irrespective of the level of participation. The Association embraces the belief that the ideals, standards and principles contained in the aforementioned documents must be adhered to by each Member.

While a Code of Ethics describes the ideals towards which each Member will strive, not every failure to achieve perfection will result in disciplinary action. The Association also needs a set of minimum rules with which each Member must comply. This Code of Conduct is the standard by which a Member’s behaviour is judged in the complaints and discipline process.

The Code of Ethics and the Code of Conduct are complementary. The first sets out the goals which members attempt to achieve. The second specifies the rules that must be achieved to avoid possible disciplinary action. They are two sides of the same coin. The Code of Ethics can help interpret any ambiguity in the application of the Code of Conduct to a particular situation. Members who make the Code of Ethics part of their culture of practice will have no fear of breaching the Code of Conduct.
2 - CODE OF ETHICS

Members strive to achieve the following ideals:

i. Members act with honesty and integrity.

ii. Members respect human rights.

iii. Members provide competent care consistent with the requirements and the limitations of the profession.

iv. Members do not discredit or lower the dignity of another Member of the Association. This principle does not prevent a Member from providing, in a professional manner, an honest and competent second or expert opinion about the actions of another Member where appropriate.

v. Members provide only those services for which they are qualified.

vi. Members are transparent and candid in all of their communications. For example, Members do not misrepresent in any manner their skills, training, professional credentials, identity or services.

vii. Members support the mission of the Association and adhere to the Constitution, the Scope of Practice, the Membership binder, the CATA Policies and Procedures, the Code of Ethics and the Code of Conduct.

viii Members comply with the law.

ix. Members recognize that the self-regulation of the profession is a privilege and that each Member has a continuing responsibility to merit this privilege and to support the Association.

x. Members conduct themselves in a manner that merits the respect of society, the profession and its Members.
xi. Members engage in continuing education and professional development throughout their career.

xii. Members participate in the promotion of the profession through advocacy, research and maintenance of the highest possible standards of practice.

xiii. Members make themselves aware of the policies, rules, regulations and legislation regarding the use of ergogenic aids and banned methods for athletes under the member’s care and foster compliance with them.

xiv. Members keep their professional commitments by integrating Athletic Therapy principles into their daily practice.

3 - CODE OF CONDUCT

Members shall comply with the following Code of Conduct recognizing that failure to do so is professional misconduct and can lead to disciplinary action.

A. Responsibilities to the Profession

i. Members shall report to the appropriate authority any professional misconduct by a colleague.

ii. Members shall report to the Association a breach of the Code of Conduct by a Member.

iii. Members shall fulfil the continuing education requirements of the Association.

iv. Members shall enter into contractual agreements only when professional integrity is maintained.

v. Members shall treat their colleagues with dignity and respect.

vi. Members shall cooperate fully with any inquiries, investigations or requests for information by the Association and its chapters, including replying promptly to any communications from them.

vii. Members shall attend, when requested, before the Investigative Subcommittee to receive a verbal caution or advice.

viii. Members shall fulfil any undertaking given to the Association.
ix. Members shall not benefit from the practice of Athletic Therapy while their membership is suspended or terminated.

x. Members shall not employ a suspended or terminated Member of the Association.

B. Responsibilities to the Client

i. Members shall not have a conflict of interest.

ii. Members shall respect the client’s dignity, needs, values, and wishes.

iii. Members shall not violate the human rights of an individual. For example, Members shall not discriminate in the provision of services to a client based on grounds of race, religion, ethnic or national origin, age, sex, sexual orientation, disability or any similar ground.

iv. Members shall not treat or attempt to treat a condition that they know or ought to know is beyond their expertise or competence.

v. Members shall refer a client to a qualified health practitioner where they recognize or ought to recognize a condition that requires health services that they are not able to provide.

vi. Members shall not assess or treat a client without informed consent unless it is not required by law.

vii. Members shall not practice, as Athletic Therapists, outside of the scope of practice of Athletic Therapy.

viii. Members shall assume full responsibility for all care they provide including supervising appropriately persons to whom they delegate duties.

ix. Members shall maintain the generally accepted standard of practice.

x. Members shall maintain appropriate documentation for all clients.

xi. Members shall keep all client information confidential and shall not communicate such information to any person without the consent of the client or the client’s substitute decision maker except when required or permitted by law.

xii. Members shall disclose their fees to clients before providing services.
PERFORM Centre

xi. Members shall not charge fees that are excessive for the services provided.

xiii. Members shall not submit accounts that are false or misleading.

xiv. Members shall provide services, make referrals and seek compensation only for those services that are necessary.

xv. Members shall not permit, participate in or assist in the use of prohibited ergogenic aids or banned methods for athletes.

xvi. Members shall not physically, emotionally or sexually abuse or harass a client or any other person.

xvii. Members shall not practice while under the influence of a substance or while incapacitated.

xviii. Members shall not discontinue professional services that are needed unless the client terminates the service, has a reasonable opportunity to obtain alternative services or there are reasonable grounds to believe that the client has or will become abusive.

xix. Members shall not make a document or statement that is false or misleading.

xx. Members shall not contravene a law that is relevant to their suitability to practice.

xxi. Members shall not engage in conduct that is relevant to the practice of Athletic Therapy that would reasonably be regarded by Members as disgraceful, dishonourable or unprofessional.

xxii. Members shall not engage in conduct unbecoming an Athletic Therapist.

4. CONFLICT OF INTEREST

(i) For the purpose of the Code of Conduct, a conflict of interest exists where there is an arrangement or relationship between the Member or a related person or related corporation and a person where a reasonable person could conclude that the exercise of the Member’s professional expertise or judgment may conflict with or be influenced by the arrangement or relationship. A conflict of interest may be actual, potential or perceived.

(ii) Without limiting the generality of subsection (i), a Member has a conflict of interest where that Member or a related person or related corporation, directly or indirectly,
(a) accepts a rebate, credit or other benefit by reason of the Member referring a client to any other person;

(b) offers, makes or confers a rebate, credit or other benefit to a person by reason of the referral of a client to the Member;

(c) accepts, makes or confers a rebate, credit or other benefit in respect of athletic therapy materials or equipment including those intended to be provided to clients that influences or may appear to influence the exercise of professional judgment in respect of the purchase or use of those materials or equipment;

(d) uses without reasonable payment any premises or equipment provided by a person who stands to gain financially from the supplying of premises, athletic therapy materials or equipment by or to the athletic therapist; or

(e) charges clients a different amount for the same good or service depending on whether the clients are paying directly for the good or service except that a different amount can be charged for a service where the amount charged is set by the government.

(iii) For the purpose of the Code of Conduct, a conflict of interest also exists where the Member permits his or her personal beliefs or values to interfere with, or appear to interfere with, the exercise of the Member’s professional expertise or judgment.

(iv) No Member may engage in a conflict of interest.

(v) Despite subsection (i) and (ii), a Member may refer a client to a related person or a related corporation for either a service or a product so long as the client is first advised both verbally and in writing of the following:

(a) The nature of the relationship with the related person or related corporation;

(b) The name and contact information of at least three other local providers of the service or product (or if there is no local provider, three other providers who are as close as possible to the client); and

(c) That the client’s choice of another provider of the service or product will not affect the client’s ability to obtain the same service from the Member as if the client had chosen the related person or related corporation.

(vi) A Member shall promptly provide to a representative of the Association any document or explanation requested about the Member’s arrangement or relationship with another person to enable the Association to assess whether there is a conflict of interest.
5 - LIMITATIONS

The Association may decline to proceed with a complaint against a Member, past or current after 5 years from the incident if the Association concludes that there are insufficient reasons why the complaint was not brought earlier.
Evacuation Directions from AT Clinic # S1....
# PERFORM CENTRE TEMPLATE - RESPONDING TO AN EMERGENCY

<table>
<thead>
<tr>
<th>Fire Alarm and Evacuation</th>
<th>Power Outage</th>
<th>Minor Medical Emergency (non-life threatening)</th>
<th>Major Medical Emergency (life-threatening)</th>
</tr>
</thead>
</table>
| Recognize alarm type 1 stage* vs 2 stage | The PERFORM Centre is equipped with a generator that will provide essential power in the event of a power outage. There is a 30 second delay before it begins operation. During the first 30 seconds please stay calm, when the lights come on and generator is in operation CALL SECURITY (3717) and indicate there is a power outage. Security will contact the PERFORM on call staff member. | 1) Instruct victim to stop activity | If a person is complaining of or suffering from:  
• Sharp pain or pressure in the chest area, arm, jaw or middle of back.  
• A sudden and intense headache  
• Problem breathing (not usual with exercise)  
• A loss of consciousness (retrieve closest AED and First Aid kit)  
**Activate 911 by calling Security (3717) immediately**  
As well, have another person check with reception if a trained medical first responder is in the building. Have someone get this individual and return to you  
**NOTE:** this should not override the need to activate 911 if required.  
Provide victim appropriate first-aid (AED if appropriate)  
Do not give the victim anything to drink or eat |

### When you hear an Alarm:

1) Stay Calm  
2) Direct occupants of room to nearest emergency exits* (see diagram A)  
3) Once outside proceed to gathering point at fence bordering Sherbrooke Street.  

_During bad weather proceed to CJ Atrium building across Sherbrooke Street._  

4) Await further instructions from security/PERFORM Staff before re-entering building. **Note that PERFORM staff should re-enter before all other individuals.**  

**NOTE:** Fitness equipment will not work on generator. Only lights will operate to provide a safe evacuation.

1) Instruct victim to stop activity  
2) Remain with victim until symptoms subside.  

   a) If symptoms worsen, use basic first aid* . Do not give anything to drink or eat  
   b) If symptoms do not subside, activate 911 or as instructed by trained medical first responder.  

   * At this time, if appropriate have another person check with reception (ext. 4037 or 4023) if a trained medical first responder is in the building. Have someone get this individual and return to you  

**To activate 911** CONTACT CONCORDIA SECURITY IMMEDIATELY (call 3717)  
- Use one of the following options:  
  1) Use telephone land line and call 3717 OR locate a YELLOW emergency call box  
  2) From a cell phone 514-848-3717 *(IMPORTANT: IF YOU REQUIRE 911 TO GUIDE YOU AS YOU ADMINISTER CARE TO THE INDIVIDUAL, CALL SECURITY FROM A CELL PHONE OR A CORDLESS TELEPHONE LOCATED AT THE PERFORM FRONT DESK. SECURITY WILL CONNECT YOU TO A 911 AGENT)*  
- be prepared to give as much information about the emergency as you can  
- Note: The security dispatcher will ask questions and/or connect you with 911. Do not hang up until you are told to do so. The dispatcher may also give you instructions.