

Workplace COVID-19 Safety Plan

Office Preparation

Reception and Waiting Area

- We will minimize contact by maintaining physical distancing and wearing a mask
- There is a plexiglass screen for reception to encourage physical distancing
- If one patient is paying for services, another patient will wait 6ft away while wearing a mask
- Receptionist will disinfect the area after any patient contact
- We will limit the number of patients in the waiting room to 5
- There is a designated area for patient screening, temperature checks, and hand sanitation.
- Each patient will be given their own pen to keep.
- Each receptionist will use their own phone set, stapler, and other materials. There will be no sharing.
- Receptionists will be wearing masks and adhering to proper social distancing.
- All front office patient chairs will be disinfected and kept 2 meters apart.
- We have removed all magazines brochures and toys from the waiting area.
- Children over 12 can enter the office without a parent or guarding. Parents can accompany children under 12 to the waiting room.
- Our local health department phone number is 250-755-6200
- Receptionists will ensure that washrooms have an adequate supply of soap, disposable towels, an empty trash can, and posted hand washing instructions. They will ensure disinfecting every 2 hours.
- We have signage on the entrance door, waiting room reception, operatories, and washrooms regarding physical distancing, hand hygiene, and respiratory etiquette.

Clinical Areas

- Sterilization room (SB) is to be clean regularly with appropriate PPE.
- Only patients and necessary attendants are allowed in clinicals areas.

Common Staff Areas

- We will encourage physical distancing and disinfect touch surfaces often.

Receiving Deliveries

We will minimize transmission risk with procedures such as:

- Wearing gloves when collecting and/or accepting mail or packages
- Screening delivery personnel
- Sanitizing the exterior of boxes delivered
- Sanitizing all surfaces that were touched by delivery items

Staff Preparation

- All staff will be oriented to workplace modifications and new office policies and protocols.
- They will also receive training on safe work procedures including the risks and symptoms of COVID-19, appropriate use of PPE, and safe handling of cleaning supplies.
- Staff can raise safety concerns at regular meetings.

Daily Staff Screening

- Daily staff screening will be kept in a daily log
- Our screening data about all employees will include personal information that will be protected against unauthorized access and will be kept secure at all times
- All staff will be made aware of what information is recorded in the log and how it will be used.

Hand Hygiene

- Strict staff hand hygiene is of paramount importance. All staff must wash or disinfect hands upon entry into the dental office, before and after any contact with patients, and after contact with contaminated surfaces or equipment.
- Staff will wash hands and follow strict hand hygiene procedures after removing PPE. This will be done according to established PPE protocols.

Splatter and Aerosols

- We will control splatter (large particles and droplets that fall quite quickly) by disinfecting front desk areas, washrooms, break room etc. We have plexiglass barriers at front desk, PPE as per CDSBC's guidelines.
- Clinical staff will control splatter by utilizing high volume evacuation (HVE) and careful handling of splattered PPE, clothing and surfaces. Absolute care is required to ensure that splatter is not carried outside the procedure area.

Aerosol Generating Procedures (AGPs)

- All aerosol procedures occurring from the use of an ultrasonic scaler, rotary handpiece, or triplex syringe must be performed with measures to mitigate the impact of aerosols.
- All patients will rinse with 1% hydrogen peroxide (H2O2) for 60s.
- A rubber dam will be used to isolate the procedure and the exposed procedure area will be swabbed with H2O2 prior to the beginning of treatment.
- Use of HVE.

Clothing and Office Environment

- Scrubs and shoes will be worn by clinical staff entering the office and removed at the end of the day.
- Movement between clinical area and front office will be minimized.
- Surfaces will be kept clear of items within the clinical areas. Keyboards, computer mice, etc. will be covered with plastic barriers.
- Any paperwork will be covered with clear barriers in the clinical area.

Clearing the Air (of Aerosols)

- An air purifier is located in the waiting room to ensure that the air is free of contaminants.
- Room 3 and 4 are equipped with negative pressure ventilation. All other treatment rooms have an air purifier.

Personal Protective Equipment (PPE)

Setting	Staff or Patients	Procedure/Activity	Suggested PPE
Patient room	Dentist/Hygienist/ Dental Assistant	Low Risk Non-aerosol-generating procedures (NAGP) AGPs when: <ul style="list-style-type: none"> • Patient screens negative • Low incidence & prevalence of COVID-19 cases 	<ul style="list-style-type: none"> • Mask • Protective eyewear (face shield, safety glasses, or goggles) • Scrubs • Gloves • Consider long sleeved gown with AGP
		Increased Risk <ul style="list-style-type: none"> • AGPs when: <ul style="list-style-type: none"> • Patient screens positive for COVID-19 risk factors • High incidence & prevalence of COVID-19 cases 	<ul style="list-style-type: none"> • Fit-tested N95 respirator • Protective eyewear (face shield or goggles – not regular glasses) • Scrubs • Gloves • Long sleeved gown • Consider referral
	Disinfecting treatment rooms – Low Risk		<ul style="list-style-type: none"> • Mask • Protective eyewear (face shield, safety glasses, or goggles) • Scrubs • Gloves • Replace gown if gown worn for procedure
	Disinfecting treatment rooms – Increased Risk		<ul style="list-style-type: none"> • Mask • Protective eyewear (face shield or goggles - not regular glasses) • Scrubs • Gloves • Replace long sleeved gown
Reception	Front office staff	Arrival screening	<ul style="list-style-type: none"> • Plexiglass screen • Or • Mask • Protective eyewear • Gloves • Long sleeved gown

Before the Appointment

- Before an appointment, the patient must be contacted and a pre-appointment screening completed by a receptionist. She will also explain the changed office protocols to the patient.
- This screening will include the following questions:
 - Are you aware you are COVID-19 positive or are you waiting for a test result?
 - Do you have a fever or have felt hot or feverish anytime in the last two weeks (14 days)?
 - Do you have any of the following symptoms: Dry cough? Shortness of breath? Difficulty breathing? Sore throat? Runny nose? Post-nasal drip?
 - Have you experienced a recent loss of smell or taste?
 - Have you been in contact with any confirmed COVID-19 positive patients, or persons self-isolating because of a determined risk for COVID-19?
 - Have you returned from travel outside of Canada in the last 14 days?
 - Have you returned from travel within Canada from a location known affected with COVID-19?
 - Is your workplace considered high risk? (e.g. routine close contact with many people)
 - Are you over the age of 70?
 - Do you have any of the following: serious respiratory disease, serious heart conditions, immunocompromised conditions, severe obesity, diabetes, chronic kidney disease or those undergoing dialysis, liver disease and pregnancy?
- When screening results indicate a patient may be more likely to have COVID-19, defer appointments for 14 days or more if possible, treat with enhanced PPE or refer to appropriate facility for care.
- For more vulnerable patients, defer treatment whenever possible.

During the Appointment

When the Patients Arrive

- Have patient wash hands (ideally) or disinfect hands with hand sanitizer.
- Consider providing patient with a level 1 mask if the risk of a COVID-19 infection is more than “low.”
- Complete patient arrival screening:
 - Appointment Arrival Screening Questionnaire.
 - Take patient’s temperature and record result.
 - If patient screening indicates “moderate” or “higher” risk, isolate patient and consult with dentist on next steps.
- Have patient complete and sign Patient Acknowledgement of COVID-19 Risk Form.
- Ask patient to respect physical distancing with all staff and patients.
- Limit patient time in waiting room. Ideally, take the patient to the operatory immediately.

When Patient is Seated in Operatory

- Chair-side staff, wash hands and don mask before entering operatory.
- No hand-shaking or physical contact.
- Wash hands and don gloves in-room.
- Review overall health history, confirming that the screening questions were asked during the check-in procedure, and review if necessary.
- Remove mask only outside operatory.
- Limit movement out of operatory as much as possible.
- Clean operatory while wearing PPE.
- Wash hands after doffing PPE.
- Ensure PPE is donned and doffed appropriately.

As a Patient is Leaving

- Receptionist to disinfect payment machine.
- Have patient wash or disinfect their hands before leaving the office.