

STREETSVILLE DENTAL

Workplace COVID-19 Safety Plan

This document outlines the policies, guidelines and procedures implemented at STREETSVILLE DENTAL to reduce the risk of COVID-19 transmission and protect the safety of patients and staff.

RISK ASSESSMENT

The Safety Plan has been developed after undertaking a risk assessment of the following:

- Areas where staff gather (kitchen/consult room)
- Shared equipment (photocopiers, scanner , printers)
- Common high touch areas (doorknobs, light switches, buttons, etc.)
- Workstations
- Reception
- Washrooms
- Visitors/Deliveries

The dentist is accountable for prioritizing access to in-person services based on clinical judgment and with consideration given to the patient perspective and the referral source. When determining priority for in-person care, the following should be considered:

- Acuity of the patient's condition.
- Functional impact of the condition on health-related quality of life.
- The consequences of not receiving services.

- Necessity of services which can only be provided in-person.
- Duration of patient wait times for care.

The **health of the dental office staff is paramount** and should be monitored. Daily staff screening is completed prior to shifts in order to detect symptoms of COVID-19.

GENERAL RULES FOR STAFF (details below)

- Maintain two metres/six feet distance from others
- Avoid touching your face
- Cover your cough and/or sneeze into your elbow
- Stay home when you are sick
- Clean and disinfect frequently touched objects/surfaces
- Clean your hands often, using soap and water or an alcohol-based hand sanitizer upon entry into the dental office; before and after any contact with patients, after contact with contaminated surfaces or equipment, and in between procedures and after removing PPE depending on the procedure, following established PPE protocols.

PROTECTIVE MEASURES TO KEEP EVERYONE SAFE

First Level of Protection - Elimination

- Current occupancy limits established at the following locations (with signage posted):

Up to 12 individuals in the office

Up to 4 individuals in the kitchen (3 in eating area)

Up to 3 individuals in the consult room

1 individual in washroom

- Carpets, floors and washrooms have been professionally cleaned

- Several chairs , plants , magazines, and toys have been removed from the waiting room
- Identified staff work remotely
- Reception area is being managed exclusively by one Receptionist
- Restriction of the number of family members accompanying the patient to allow for proper physical distancing
- More time is allowed between patients to reduce waiting times, as well as to reduce the number of patients in the reception area.

Second Level of Protection – Partitions & Physical Distancing

CLINIC MODIFICATIONS MADE:

- A plexiglass barrier protects staff and patients at reception
- Posters remind staff to maintain two metres from each other
- Floor decals remind staff and patients of social distancing
- Touch-free faucets
- Foot-peddled garbage cans in the bathroom, waiting room and operatories.
- “Closed operatories” were created by a contractor (glass doors installed on two rooms)
- CSA approved medical grade air filtration systems with HEPA filters and UV lights
- Hand Sanitizer (ABHR) at entrances

TEAM TRAINING SESSIONS AT RE--OPENING:

At re-opening, all Doctors, RDH's, CDA's and Admin personnel received training and reference material to align' team members on the new protocols.

Small group 'In-clinic" meetings were also held to ensure that team members were current on new protocols. Signage was posted at the main and rear entrances to deter individuals from entering the premise should they be display symptoms related to Covid-19. Team members were encouraged to give input on any health or safety concerns they wish to discuss.

A **Visitor Sign In Sheet** is available for visitors (ie. non-patients) including the mail carrier, delivery personnel, lab pick up and drop off drivers, potential new patients, etc. Visitors are instructed to "sign in" on entry and use ABHR.

Third Level of Protection – Guidelines & Hygiene

The following requirements are in place for staff in the office:

GENERAL

- Must wash or sanitize hands upon entering the office.
- Must stay home if feeling unwell
- Must go home if start to feel unwell throughout the day
- Must sanitize their own workstations every day, including partitions if applicable (Health Canada approved disinfecting wipes are available at each workstation)
- Common areas sanitized upon arrival and throughout the day by Receptionist or Floater dental assistant .(consult room/kitchen/washrooms, light switches, doorknobs, gate/gate handle, etc.)
- Staff must limit contact with office supplies and touch only what is needed

KITCHEN

- Staff are encouraged to bring their own meals in personal containers, water bottles and their own utensils. Disposable utensils, plates and cups are available
- Personal dishes/utensils must be taken home for washing
- Disinfecting wipes are available for kitchen appliances, counters, etc.

WASHROOMS

- Handwashing signage; ABHR; touch free faucet and soap dispenser

ADMIN TEAM PROTOCOL:

Our team of professionals are experts at infection control and strive to enforce compliance with physical distancing , sanitizing and other measures to reduce risk.

Administrators have been instructed that **appointment times may need to be staggered**. Also they have been asked to implement a 15 minute buffer time in the dentist's schedule after Aerosol Generating Procedures. This time allows for disinfection protocols, donning/doffing, etc

Patients will be reminded to:

- Promptly **reply to the Screening Questionnaire** electronically sent to them, to be completed prior to their arrival at the clinic. Answer the questions again upon arrival
- **Reschedule** if they become sick, are placed on self-isolation, or have travelled out of the country within the last 14 days.
- **Attend appointments alone** where possible, and not bring friends or children.

In the **Administrative area (reception space & consult room)**, the total number of staff will be reduced to two maximum in order to maintain a 2 metre physical distance between team members.

Signs have been placed in the waiting room highlighting that physical distancing must be observed between patients who are seated. Patients will be limited in waiting room at any given time. Signs have also been posted on the two entrance doors to the clinic, warning those who have symptoms NOT to enter.

More **time** is being allowed between patients to reduce wait times, as well as to reduce the number of patients in the reception area

On the day of their appointment, and on entering the clinic, patients will be asked to immediately **sanitize their hands, and wear a mask**. An touch free infra-red thermometer will also be used to ensure that each patient has a 'normal' temperature.

Pre-appointment screening or triage is critically important in assessing the risk the patient may have a COVID-19 infection:

1. Do you have any of the following symptoms: fever/feverish, new onset of cough or a worsening chronic cough
2. Do you have shortness of breath or difficulty breathing?
3. Do you have difficulty swallowing?
4. Have you experienced recent loss of taste or smell?
5. Do you have a fever, chills, a sore throat or unexplained fatigue/malaise/muscle aches(myalgias)
6. Do you have pinkeye (conjunctivitis) , a runny nose/nasal congestion without other known cause?
7. Do you have nausea/vomiting, diarrhea, abdominal pain
8. Do you have a headache?
9. Have you tested positive to Covid-19 or had close contact with a confirmed case of Covid-19 without wearing appropriate PPE?
10. Have you travelled outside of Canada in the last 14 days?
11. Are you 70 years old or older AND experiencing any of the following symptoms: delirium , unexplained or increased number of falls, acute functional decline, or worsening of chronic conditions?

Deliveries: Visitors to the clinic who are not patients, must sign in on arriving to the clinic. The **VISITOR SIGN-IN ROSTER** was created to ensure that all delivery personnel, etc. must sign in when making deliveries. Deliveries will be placed in the vestibule and sit untouched for a period of time before removal.

Minimize transmission risk with procedures such as: • Consider wearing gloves when collecting and/or accepting mail or packages. • Let packages sit for several hours before opening • Screen delivery personnel. • Consider sanitizing the exterior of boxes delivered.

CLINICAL TEAM PROTOCOL:

All common clinical touch surfaces will be disinfected at least twice per day. For this purpose, Optim- B sanitizing wipes and ABHR , Health Canada approved, are available in the consult room and reception area. Team members are also responsible to clean/disinfect public spaces including the bathroom.

Aerosol Generating Procedures (AGPs)

Splatter must be minimized through the choice of procedures, and any splatter must be controlled with high volume evacuation (HVE) and careful handling of splattered PPE, clothing and surfaces.

Potentially infectious aerosols may be minimized with the following steps:

- Use of rinse with 1% hydrogen peroxide or Iodine solution for 60 seconds. before treatment commences.
- Use of a sealed rubber dam to isolate the procedure area
- Use of HVE (High Volume Evacuation)
- Use of accessory HVE (Purevac) by the dental hygienist
- Use of a cup for spitting instead of the cuspidor
- Increase air circulation (exchanges) and ventilation in operatories by maintaining HEPA air purifiers and efficient HVAC systems

Clothing in the COVID-19 environment: Staff should consider wearing gowns. Head coverings and clinic shoes should be only worn in the office and be put on when entering at the start of the day and removed at the end of the day.

Fourth Level of Protection – Masks and other control measures

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is a key line of defense for staff in preventing infection. **All staff should be using the appropriate PPE as described in the RCDSO guidelines dated May 31st, 2020.** The required PPE is based on the dental care being provided, or function in the dental office (e.g. reception, room cleaning, etc.). It is also based on the risk level for the patient as determined by the pre-appointment and appointment arrival screening questionnaires. Masks are available for patients too.

When patient is seated in operatory, our staff will:

- Wash or sanitize hands and don mask before entering operatory.
- Avoid hand-shaking or physical contact.
- Wash or sanitize hands and don gloves in-room.
- Review overall health history, confirming that 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.
- On recall/ hygiene appointments, hygienists may wish to focus on scaling/ cleaning uninterrupted. As a result, the dentist may not enter preferring to perform a complete examination and radiographs on a separate appointment.
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As the patient is leaving:

- Offer touchless , cashless payments, with tap access at point of sale machine.
- Offer receipts to be texted or emailed instead of receiving a paper copy.
- Have patients wash or disinfect their hands before leaving the office.
- Discussions with parents or consultations may occur outside the operatory. Patients may be brought to the consultation room, or contacted by phone at a later time.
- Patients are asked to contact us if they experience any symptoms of COVID-19 within 14 days of their appointment

POLICIES FOR ALL TEAM MEMBERS:

GENERAL

- Staff must stay home if feeling ill or screening positive on Covid-19 questionnaire
- If starting to feel ill while at work, staff must notify the managing dentist
- The workstation of the reporting staff will be cleaned/disinfected thoroughly following their departure

COVID RELATED

- Any staff who has been in contact with a COVID-19 positive individual, must immediately notify the managing dentist and follow protocol
- If a staff member develops COVID-19 symptoms while at work, they must immediately don a mask and , notify the managing dentist and follow protocol.
- If a staff member develops symptoms (or tests positive for COVID-19) after having been at work, they must immediately notify the managing dentist
- All identified staff will be notified that they may have been exposed. Disclosures will be minimized to information necessary to address risk.
- Operatories exposed to the reporting staff must be promptly cleaned and disinfected.

- Return to office for any isolating staff must be approved by the managing dentist and a physician
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms

Travel

- Government of Canada has recommended avoiding all non-essential travel outside of Canada until further notice
- If an staff chooses to travel outside of Canada, the staff must self-isolate for 14 days

Public Transit

- Flexible start/stop times are an option for staff, to avoid rush hour (to be handled on a case-by-case basis)
- Staff taking public transit are encouraged to wear masks during transit

Visitors

- Staff and visitors must adhere to the established occupancy limits and physical distancing requirements

Deliveries

- Large deliveries (heavy boxes, etc.), will be placed in vestibule directly by the delivery person (maintaining physical distancing)

SAFETY PLAN COMMUNICATION AND UPDATES

- New staff will be provided with the Safety Plan during their on-boarding session
- The plan is being monitored and will evolve continuously as new information is made available
- Future questions/concerns can be answered by the dentist
- Staff will be notified of any changes/updates to the plan

This **Workplace COVID-19 Safety Plan** will be posted on the website, and in the clinic, where it is readily available to staff , patients and others .