

## **Covid-19 Safety Plan:**

Dear valued patients:

As of May 19th, 2020 the Provincial Health Authority has advised us that we are allowed to go back to work. Since their announcement we have been working hard to apply and implement the necessary changes to keep everyone we come in contact with safe and well while we provide service to our patients. We were provided with guidelines and protocol from the Provincial Health Authority, BCCDC, CDSBC, WorkSafe BC, and the BCDA to implement within our office. Beyond the effective safety protocols we already have in place we wanted to highlight what will change to assure your health and safety when visiting our practice:

- Pre-screening of patients to determine COVID-19 risk will be carried out at several times prior to and during the appointment process: at the time of request for an appointment, during the confirmation process and upon arrival. Deferral of treatment will occur if we are unable to reach those with booked appointments to complete pre-screening. Patients at high risk or those with COVID-19 symptoms may be asked to defer non emergency treatment if necessary.
- Social distancing measures of 2 m will apply to all areas of the office where possible. A designated seating plan in the reception area will be in effect to assist this practice.
- Patients will be asked to arrive alone to reduce traffic in the office. Exceptions will be guardians accompanying a minor or caregivers accompanying the elderly or those requiring such assistance.
- It will be necessary to sign a COVID-19 consent form prior to receiving treatment.
- Patients presenting for treatment or entering the facility will be asked to wear a mask.
- Hand sanitization to be performed upon entering the facility and exiting the clinic.
- Patients will be asked to perform a 1% hydrogen peroxide pre-treatment rinse.
- Doctor and staff must undergo daily screening for COVID-19 symptoms and will undergo a 14 day self isolation period if necessary.
- Staff will wear proper PPE during all procedures and interactions.
- At the direction of the BCCDC, the time of arrival and departure for those who enter the facility will be logged for contact tracing purposes.
- Daily meetings to assure all staff are trained and up-to-date with the latest protocol and direction from governing bodies.
- Safety barriers have been installed on high touch objects and surfaces.
- Safety signage will be in place in entryways, reception area, sanitization stations, bathrooms and lunch room.
- Non essential high touch objects have been removed from the reception area.
- Cleaning agents are BCCDC approved.
- Washrooms, reception area, POS machines and any items handled by the public will be sanitized after every use.
- Hospital grade HEPA filters will be used in operatories and reception area (awaiting delivery)
- High volume suctions will be used during clinical treatment to minimize aerosols.
- Minimized sharing of operatories and equipment between staff.
- Staff interaction will be reduced using digital communication whenever possible.
- Occupancy limits are in effect for staff and patients to provide social distancing in small areas.
- Deliveries will be redirected to a separate entrance away from patients wherever possible.
- Covid-19 testing information can be provided if requested.

Our goal is to keep our patients and staff safe and comfortable as we keep up with new protocols. We look forward to seeing our patients again and growing together!

*Sincerely,*

Dr. Maureen Murray, DDS and Hillside Dental team