



Be Proud of  
**Your Smile.**

# COVID-19 **SAFETY PLAN**



KEYSTONE   
— D E N T A L —

# Office Preparation

## Reception Waiting Room Area

- Minimize contact at reception
- Maintain physical distancing minimum 2 meters
- Plexiglass sneeze guard barriers
- Limit number of patients in the reception area
- Limit activity at reception desk
- Discourage team sharing-do not share pens, phones, staplers etc.
- Physical distancing-limited the seating in waiting area
- Removed unnecessary items-magazines, brochures, toys, coffee and water etc.
- Clean and disinfect-including chairs, tables, door handles, light switches and bathrooms
- Minimize number of people in the office-only children and infirm patients are to be accompanied
- Limit washroom use by asking patient to go to the bathroom prior to arrival
- Post signage-on the entrance door, vestibule, waiting room, reception, operatories and washrooms

## Receiving Deliveries

- Wearing gloves when collecting and/or accepting mail or packages.
- Screen delivery personnel by making sure they read and answered NO to the STOP Read Before Entering Clinic notice on the front entry door
- Sanitizing the exterior of boxes delivered
- Sanitizing all surfaces that were touched by delivery items

## Clinic Area

- Steri centre cleaned regularly with appropriate PPE
- Only patients and necessary attendants allowed in clinical areas
- **NO MORE PARENTS IN THE BACK!!!!!!**

## **Common Area**

- Encourage physical distancing-2 meters
- Disinfect touch surfaces often

## **Common Team Area**

- Encourage physical distancing-2 meters
- Disinfect touch surfaces often

## **Common Team Areas-Lunch Room**

- Stagger lunch times
- Maintain social distancing
- Clean high touch areas before you leave
- No more crowded lunchroom (sorry)

# **Team Preparation**

- Return to work screening form
- Daily team screening
  - Your daily health is paramount to keeping the team and our patients healthy
  - Daily log confirming you are not experiencing any symptom of COVID-19
- If a team member has symptoms, a negative COVID-19 test is needed to return to work or a 14 day complete quarantine

## **Hand Hygiene**

- Upon entry into the office
- Before and after any contact with patients
- After contact with contaminated surfaces or equipment
- In between procedures and after removing PPE depending on the procedure following PPE protocols

## Splatter

- Splatter is the most common infectious risk in the dental office
- Need to control the splatter
  - High volume evacuation (HVE)
  - Careful handling of splattered/contaminated PPE, clothing and surfaces

## Aerosol Generating Procedures AGPs

- Potentially infectious aerosols may be minimized by:
  - Have patient rinse with 1% hydrogen peroxide (H<sub>2</sub>O<sub>2</sub>) for 60 seconds
  - Apply a sealed RUBBER DAM then swab exposed procedure area with H<sub>2</sub>O<sub>2</sub> prior to drilling
  - Use HVE
  - Using HVE will minimize risk of infectious aerosols and is expected to be suitable for patients in the low risk category of COVID-19

## Clothing and Office Environment

- Contact between reception team and clinical team should be minimized as much as possible
- In the clinical areas:
  - Keep surfaces clear of items as much as possible
  - Cover keyboards, computer mice etc with clear barriers and change between patients
- Scrubs with short sleeves and no long sleeve undershirts
- Wash hands and forearms
- Gowns only if you have an open wound on your arm
- Wear clothes to work
- Change into scrubs
- Personal items to be stored in lockers provided
- Change into regular clothes before leaving clinic

## Personal Protective Equipment PPE

Setting	Staff or Patients	Procedure / Activity	Suggested PPE
Patient room	Dentist/Hygenist/ Dental Assistant	Low Risk Non-aerosil-generating procedures (NAGP)  AGPs when: • Patient screens negative • Low incidence & prevalence of COVID-19 cases	<ul style="list-style-type: none"> <li>• Mask</li> <li>• Protective eyewear (face, shield, safety, glasses or goggles)</li> <li>• Scrubs</li> <li>• Gloves</li> <li>• Consider long sleeved gown with AGP</li> </ul>
		Increased Risk  AGPs when: • Patient screens positive for COVID-19 risk factors • High incidence & prevalence of COVID-19 cases	<ul style="list-style-type: none"> <li>• Fit-tested Ng5 respirator</li> <li>• Protective eyewear (face shield of goggles - not regular glasses)</li> <li>• Scrubs</li> <li>• Gloves</li> <li>• Long sleeved gown</li> <li>• Consider referral</li> </ul>
	Disinfecting treatment rooms - Low Risk		<ul style="list-style-type: none"> <li>• Mask</li> <li>• Protective eyewear (face shield, safety, glasses or goggles)</li> <li>• Scrubs</li> <li>• Gloves</li> <li>• Replace gown if gown worn for procedure</li> </ul>
	Disinfecting treatment rooms - Increased Risk		<ul style="list-style-type: none"> <li>• Mask</li> <li>• Protective eyewear (face shield, safety, glasses or goggles)</li> <li>• Scrubs</li> <li>• Gloves</li> <li>• Replace long sleeved gown</li> </ul>
Reception	Front office staff	Arrival screening	<ul style="list-style-type: none"> <li>• Plexiglass screen</li> <li>• Or</li> <li>• Mask</li> <li>• Protective eyewear</li> <li>• Gloves</li> <li>• Long sleeved gown</li> </ul>

## Before the Appointment

- Before the appointment, the patient must be contacted and a pre-appointment screening completed. Purpose of the screening is to:
  - Determine the patient's risk level for being contaminated with COVID-19
  - Determine if the patient falls into one of the vulnerable population groups with respect to COVID-19 – consider booking these patients in the early morning
  - Explain the changed office protocols to the patients – answer questions and concerns over the phone to minimize time at reception desk upon arrival
- Update patient contact information so we can provide contact trace information to public health authorities if needed
- Have patient complete the patient acknowledgement form: COVID-19 pandemic emergency dental risk. The form will be available on our website or emailed. If emailed then the patient has to email completed form to [reception@keystonedental.net](mailto:reception@keystonedental.net)
- We will ask the patient to wear a mask to their appointment to help keep others safe around them (we will have masks available for those who do not have one)
- Pre-appointment screening is critically important in assessing the risk the patient may have COVID-19
- WE WILL NOT BEING TREATING ANY PATIENT THAT HAS INCREASED RISK FOR COVID-19 INFECTION IN KEYSTONE DENTAL

## During the Appointment

- Upon arrival have the patient call receptionist before they enter the office
- If the team is not ready for the patient, we have them return to their vehicle
- Reception team will text the patient when we are ready for them via Lighthouse messaging system
- If the patient is not able to wait in their vehicle they are permitted to wait in the reception area ALONE without an entourage
  - Ask patient to respect social distancing of minimum 2 meters
- When the patient arrives and checks in:
  - Have the patient disinfect with hand sanitizer in the vestibule
  - Take patient temperature with an infrared no touch thermometer
  - Have the patient complete pre-screen questionnaire form

## When patient is seated in the operator

- Chair-side staff, wash hands and don mask and face shield BEFORE entering operator
- No shaking hands or physical contact
- Wash hands/sanitize and don gloves in-room
- Review health history and confirm the screening questions
- Perform dentistry using Universal Precautions
- Limit movement in and out of operator as much as possible
- Remove gloves and wash hands
- Remove mask and face shield only outside of operator



### **Mask - Level 3**

- Using level 3 masks
- Shortage of masks even level 3s
- Everyone will be given a morning mask and an after lunch mask
- Page 15 of CDSBC guidelines states:
  - When masks are applied for the full duration of a shift, staff must
    - Perform hand hygiene before they put on their mask when they enter the care setting, before and after removal and prior to putting on a new mask
    - DO NOT touch the front of the mask while wearing or removing it
    - DO NOT dangle the mask under the chin, around the neck, off the ear, under the nose or place on top of the head
    - Remove the mask just prior to breaks or when leaving the facility

### **During the Appointment**

- Clean operatory wearing PPE
- Wash hand after doffing PPE

### **After the Appointment**

- Have patient wash hands or disinfect their hands before leaving the office



## Infection Control

- All the modifications for dentistry are based on reducing the risk of spreading infection—from pre-appointment triage to physical distancing to personal protective equipment (PPE). The COVID-19 illness is especially challenging because infected people may not have any symptoms and do not know they are infected. For this reason, PPE measures must be followed in full because each works together with the others to reduce the risk of the spread of infection.

## Please be Patient

- This is new to the ENTIRE team including Dr. Gordon and Manon
- Expect the "Rules" to be fluid and change as we figure out what works and what doesn't

