



Covid-19 Safety Plan

Re-opening Wednesday May 20/2020



We are proud that our safety and infection control protocols have always exceeded the guidelines of the College of Dental Surgeons of BC. Our office has been equipped with a Surgically Clean Air Cascade Unit for the past two years. This unit filters out viruses, bacteria, dust, debris, odor, etc. from the air via a 6-filter system including a HEPA filter, Carbon filter and UV light.

However, in light of the current Covid-19 Pandemic, we have added to our usual stringent practices and have gone above the guidelines set out by the College of Dental Surgeons of BC and WorkSafe BC. This document outlines the protocols that reflect the changes and upgrades to keep our patients and staff safe.

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Patient Protocols

- Before your appointment, we will call to confirm and review the Covid-19 screening questionnaire. Your answers will help determine the risk of infection. If your answers confirm that either you or a member of your household could be infected, we will assist you in rescheduling your appointment.
- For patients who may be more susceptible to Covid-19 infections, i.e. those who are immunocompromised, or have diabetes, or cardiovascular disease (controlled or not), we will make every effort to schedule you at the first appointment time to maximize the social distancing factor.
- We ask that when you arrive for your appointment, please call us but remain in your car. When we are ready for you, we will call and instruct you to enter through our emergency exit on the south side of the building.
- As per the recommendation of the CDC, patients will use a hydrogen peroxide-based pre-treatment rinse for 1 minute to eliminate active viruses and bacteria.
- As our front door will be locked, we will not be able to see any walk-in patients and encourage you to call to set up an appointment.
- Patients are asked to present to the office unaccompanied and enter treatment room alone except where appropriate.



- Patients are asked to keep their accompanied personal belongings to a minimum (backpacks, books, bags, etc).
- We will make every effort to stay on time with your appointment. However, please be aware that unexpected delays may occur in our new dental office setting. Therefore, we kindly ask that you remain patiently in your vehicle until the office environment is again safe in terms of traffic.
- Please use the restroom at home prior to your arrival.
- Patients may bring their own face masks for added protection.



Entering and Exiting the Practice

- Upon arrival, patients are asked to call and check in with the front desk but remain in their vehicles.
- When your treatment provider is ready, we will call and instruct you to enter through our emergency exit on the south side of the building to establish one-way patient flow through the office.
- Your provider will then check your temperature at the door and anyone with a temperature of 100.4 F or higher will be asked to reschedule.
- Once you have passed the temperature check, your provider will then have you disinfect your hands with hand sanitizer and escort you to your treatment chair.
- After your treatment has been completed, your provider will ask that you wait in the chair until the reception area is clear.
- Once you have finished up with reception, you will be asked to exit via the front entrance and our staff will disinfect the lock and door handle after each patient.



Staff Protocols

- Every team member will be screened daily. Anyone with a body temperature of 100.4°F or higher will be sent home.
- If any direct family member displays signs of respiratory infection and/or fever, please stay at home.
- Plexiglass barriers have been installed at the front desk to protect our patients and reception staff.
- Treatment providers will be outfitted with gowns, gloves, respirators, surgical caps and face shields which will be changed or disinfected between each patient.
- Before leaving the office, team members must dispose of all PPE appropriately, disinfect and sanitize re-usable PPE, then wash hands thoroughly.



Additional information:

- Our goal is to provide all our patients with the highest quality care using the latest technology with the most attentive and accommodating customer service while exceeding all safety and health protocols available to date.
- As information changes daily, we are committed to keeping up with all changes and making any appropriate modifications to our protocols.
- Our team strictly adheres to these health and safety practices and compliance to these and any future changes is mandatory.
- We will continue to do everything possible and reasonable to ensure the most comfortable environment while upholding the strictest of safety precautions.