

BRISTOL DENTAL CLINIC

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COVID-19 safety plan

This is our organizational plan to keep clinicians, non-clinicians and patients (collectively called as “participants”) safe at the clinic during the COVID-19 pandemic. Since the COVID-19 pandemic is an evolving situation, we review the plan regularly and make changes as required.

Plan Owner: Dr. Annie Thomas

Plan Implementation and Execution: Thomas Mannil

Implementation Period: March 2020 onwards

1. We ensure all participants know how and are able to keep themselves safe from exposure to COVID-19.

What we do:

- All participants are advised and they understand that there is no 100% guarantee even with all possible precautions and that they are susceptible to getting the Covid virus. Therefore, they must follow diligently all the rules, regulations and procedures laid by Civic authorities, Public Health authorities and the office.
- We re-iterate and re-educate all our office staff on a daily basis.
- We have posted Covid symptoms and precautions at the main door for all participants to do a self assessment before entering the clinic.
- All participants are reminded to be mindful of social distancing requirements, PPE requirements and hand sanitization protocols.
- All participants must read and understand the posted signs for Covid symptoms. If in doubt ask us.
- We hold meetings, as required, to communicate changes in our action plan or operations.
- There are manuals, procedures & signs in the clinic for sterilization and infection control.
- It is mandatory for all participants to wear appropriate masks in the clinic
- All participants must sanitize their hands at all entry and exit points.

- There are capacity and visitor restrictions enforced in the office.
- We use personal meetings, group meetings and social media (WhatsApp) to communicate any changes or significant information arising due to the current pandemic. Educational material is also shared over the social media.

2. We screen all participants for COVID-19.

What we do:

- We use a Covid screening form with 10 questions for all patients each time they come for their appointments. The screening is mandatory for every participant whether they come for treatment or not but intends to enter the office beyond the reception door.
- All staff have signed a standing Covid form that explains the symptoms and precautions they have to monitor before they start their work every day.
- All participants must daily undergo a temperature, oxygen level and pulse rate test immediately upon entering the workplace.
- We ask each participant questions about their physical health and symptoms using our Covid screening questionnaire and our dental health questionnaire at every appointment.

3. We control the risk of transmission in our Clinic.

What we do:

- Since participants are aware that we are not able to maintain physical distancing while delivering treatment, we enforce other compensatory engineering and administrative controls to mitigate the risk.

Engineering Controls:

- We have installed plexiglass barriers to separate staff and patients.
- We have installed high capacity air purifiers with UV radiation in every operatory. We have air purifying capacity of approx. 1800 CFM in our hygiene rooms and approx. 800 CFM in non-hygiene rooms. The fallow time is less than 4 minutes.
- We have installed 400 CFM air purifiers in both our reception and front desk and 600 CFM in the hallway for additional air quality.

Administrative Controls:

- We actively interview and screen every new patient.
- We have introduced in-person capacity restrictions in our office.
- We reduced seating capacity by 50%.
- We removed books, magazines, toy boxes etc. that could potentially spread the virus.

- Signs and posters are put at the main door and at various places inside the clinic.
- We sanitize all door handles and surface areas twice a day. Operatories are sanitized after every patient.
- We have provided 70% ABHR sanitizers at all work stations.
- Wearing a mask is mandatory for all participants. Clinicians wear high grade masks provided by the office.
- All clinicians wear plastic shields depending upon the procedure.
- All dental unit water lines are shock treated with appropriate solvents at end of the day.
- The clinic is deep cleaned and sanitized (wall to wall including the floors) completely once a week. Time taken is about 7 – 8 hours for every deep cleaning.
- The floor and washrooms are sanitized every day at end of the day.
- All working surfaces and dental chairs and equipment are sanitized after every patient.
- We have made some provisions to reduce the attendance of few staff members with high risk family members.
- We have opened up Dr. Annie's room for staff to have lunch to maintain social distancing in the lunch room.
- Our clinicians change their clothing before they leave the workplace.
- We monitor the daily cases in our region and regulate the clinic hours, if required, to operate at lower capacity based on the risk envisaged. For example, we are operating from 12 noon to 5 pm only from January 18 to January 31, 2021, instead of our regular 10 am – 7 pm schedule.
- All staff plans to get vaccinated at the earliest possible opportunity.
- Normally, we don't allow staff to travel together in the same car to reduce transmission risk. However, exceptions are being made now when the risk of travelling in public transit is more than the risk in travelling with cohorts.

4. What we do if there is a potential case, or suspected exposure to, COVID-19 at our Clinic.

What we do:

- We maintain a list of patient who reported Covid symptoms after getting treatment in our office. We follow up with them for 14 days to eliminate any potential Covid risk.
- We follow up with our staff in case they display Covid symptoms. We will ask for Covid testing results before they can resume work. Patients are rebooked after 14 days.
- We encourage our staff to follow public health guidelines at work and at home.
- We have a database of all contact information for all participants in the event we have to contact them.

- We have a database of all the people who visited our office for any meaningful purpose on any particular day.
- We record the results of the patient's screening in the patient's record.
- In case of an outbreak, we will contact Peel Public Health at 905-799-7700 and follow their advice including details for contact tracing from our centralized database.
- We will inform every patient who gets traced by the contact tracing program.

5. How will you manage any new risks caused by changes to the way you operate your business?

What we do:

- Risk Management has been our number one priority even before the pandemic. We manage risk by managing the procedures we do, managing the environment we do the procedures, having qualified and well experienced surgeons do the procedures, maintaining strict financial and scheduling policies and following stringent systems and procedures in everything we do.
- Patient selection is also an important aspect of our risk management framework.
- The Office Manager reviews the existing risks every day following local news, CP 24, globe and mail newspaper, public health notifications, our Royal College guidelines and ODA recommendations.
- Our risk management strategy is reviewed and revised to ensure that new risk management measures required to manage the ongoing pandemic or any other emerging risk is incorporated in our existing risk framework.

6. We make sure our plan is working.

What we do:

- Compliance is an absolute requirement. All participants are expected to follow our plan every time, every day, without exceptions.
- Everyone in the office understand that they are responsible for the successful rollout of our safety plan.
- The Office Manager oversees that all participants are following the plan diligently.
- We communicate constantly on our group social media (WhatsApp) and keep them in the loop.

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COVID-19 safety plan – snapshot

This snapshot will provide you a glimpse of what actions are being taken by us during the pandemic. [The detailed safety plan is available on our website www.bristoldental.ca](http://www.bristoldental.ca)

Plan Owner: Dr. Annie Thomas

Plan Implementation and Execution: Thomas Mannil

Implementation: March 2020 onwards and ongoing

1. We ensure our staff and patients know how and are able to keep themselves safe from exposure to COVID-19.
2. We screen all our staff, patients and visitors for COVID-19.
3. We control the risk of transmission in our clinic using engineering and administrative controls.
4. We know how to manage if there is a potential case, or suspected exposure to, COVID-19 at our clinic.
5. We review and monitor any new risks caused by changes to the way we operate or to the environment due to the pandemic.
6. We enforce compliance to make sure our plan is working.