



**The Smile Enhancement Studio, the office of Dr. Michael W. Burghardt Inc.**  
**COVID-19 Safety Plan**

The goal of this safety plan is to reduce the possible modes of transmission of COVID-19, both directly and indirectly. Recognizing that COVID-19 is unique in that asymptomatic or pre-symptomatic transmission of the virus is possible. Infected individuals who may not even feel sick are silently spreading the virus. All dental patients or team members should be seen as being the possible host or recipient of the COVID-19 virus. Every effort must be taken to reduce the modes of transmission. Reducing direct transmission involves reducing close, unprotected contact between any 2 people where the virus can be spread directly from one person to another. Reducing indirect transmission involves addressing the virus that may be left behind on surfaces and objects or spread through the air by aerosols by an infected individual. This safety plan attempts to address all the modes of transmission that have currently been identified. It is important to note that we expect this plan will change and evolve as strengths and weaknesses in post COVID-19 protocols and procedures are identified and new information comes to light. It is the responsibility of every team member to share their feedback and patient feedback and to offer ideas to improve the systems in place to help further reduce the risk of COVID-19 transmission within our clinic.

This document will be posted within our clinic and on our website for our team and patients to refer to. Our team must be knowledgeable of the protocols and procedures outlined within this document and must be comfortable carrying out patient care to these standards to keep all of us safe. Patients must respect our protocols and procedures and follow our team member's direction when within the clinic for these systems to be effective.

Clinic areas where in the past it was common for multiple people to gather include: the waiting room, the reception area, the team kitchen, the sterilization area, and the laboratory. All areas now have a clearly posted capacity that allows for proper physical distancing and the following measures have been implemented:

- Instructions will be provided to patients ahead of their appointment informing them to arrive on time (not early or late) to their appointment, to remain in their vehicle and call or text the clinic when they have

arrived and to wait for direction on how and when it is safe to proceed inside the clinic (first level of protection).

- Patients will be encouraged to come to their appointment unaccompanied. If possible, patient's parents or caregivers will be encouraged to remain outside the clinic or in their vehicle during the scheduled appointment time (first and third level of protection).
- No unscheduled patients or visitors will be allowed inside the clinic (first level of protection)
- A maximum of 4 people will be allowed to wait within the waiting room (first level of protection). Those waiting in the waiting room must be provided with and wear a level 1 mask (level 1 and 4 protection) and maintain a distance of 6 feet between one another.
- Designated seating will be available in the waiting room with clearly marked "no sit" zones to promote social distancing if someone must be in the waiting room (first level of protection).
- Patients who pass health screening will be brought directly to their treatment area bypassing the need to use the waiting room (first level of protection).
- Controlled patient flow via improved communication systems will reduce if not eliminate patients passing each other in the hallway, reception area and waiting room (first level of protection).
- Children will be allowed to view and select appointment prizes through an enclosed display case and a team member will retrieve it for the patient reducing the unnecessary touching of prize items (first and second level of protection).
- After treatment is completed, patients will be guided to the plexi-glass barriered reception area to pay bills and book follow-up appointments (second level of protection).
- Patients will be instructed on how and when to exit the clinic from their appointment to ensure proper social distancing from other patients and team members (first level of protection). Patient's parents and caregivers will be alerted by phone or text so that they are ready to receive the patient upon their exit from the clinic.
- Reduction of the number of dental appointments being booked reducing the number of patients in the office at any given time (first and third level of protection).
- Lengthening of dental appointments to allow for less office congestion and the ability of the exiting patient to leave before the next patient arrives or the ability of the next patient to be seated before the exiting patient is leaving (first and third level of protection).
- On-Line consultations and teledentistry will be encouraged both for existing and potential patients when in-office visits are not deemed necessary (third level of protection).
- At this time, we will not be offering accelerated hygiene to reduce the number of team members working with patients (third level of protection).

Areas of congestion for team members include the sterilization area, the laboratory, the reception area and the team kitchen. At any time, if it is not possible in these areas to perform proper social distancing then team members are required to wear personal protective equipment, minimally a level 1 mask. Additional systems or items that will help with protecting team members in these areas include:

- Plexi-glass barriers at the reception desk that will allow team members to talk with a barrier between them (second level of protection).
- Workstations will be designated for each team member to reduce cross contamination. If a team member is required to use the second workstation in the reception area and the other workstation is in use, they must wear a level 1 mask. They must disinfect this workstation when they are through using it. It is encouraged that they use their designated workstation when at all possible in order to maintain social distancing (third level of protection).
- Team members will hand sanitize before using any workstation and use equipment barriers provided. They must disinfect the area when they are finished (third level of protection).
- The maximum capacity of the team kitchen is 2 people. Lunch and break times will be staggered but if more than two people are on lunch/break at a given time they should prepare their food and find another location to consume it which may include: outside, their vehicle and/or their personal workstation (excluding dental operatories) (third level of protection).
- The maximum capacity of the sterilization area is 1 person, and in the laboratory it is 2. Avoiding congestion within the sterilization area and laboratory will either require staggering works times within those areas or wearing a level 1 mask when social distancing can not be maintained (third and fourth level of protection). Communication from a safe distance (6 feet) between individuals will ease the coordination within these areas.
- Surfaces in high traffic areas such as door knobs, handles, seats and counters will be disinfected between patients (third level of protection) with HOCl, 1:1 Bleach: Water solution or Cavicide.
- Surfaces in low traffic areas such as door knobs, handles, seats, and counters will be disinfected at least 2 times each day with HOCl, 1:1 Bleach: Water solution or Cavicide. (Third level of protection).
- Once available, the office will be fogged with HOCl with an ULV fogger (fourth level of protection) at the end of each workday.
- Morning team meetings will be performed in the parking lot, over Zoom, on the back lawn, in reception exercising social distancing or in the team kitchen wearing level 1 masks (first level of protection).

Additional Third Level Protocols Being Implemented:

- Team members will perform routine proper hand washing. Hand sanitizing can be utilized when appropriate but will not replace the need and requirement to wash soiled hands.
- Everyone must hand sanitize upon entering or exiting the clinic.
- Everyone must wash their hands properly after using the restroom.
- Team members must hand sanitize upon entering the lunchroom.
- Team members must hand sanitize upon entering the clinical area and wash their hands before donning gloves and commencing treatment.
- Team members must disinfect their eating area leaving it clean for the next person.
- Team members will exercise social distancing and sanitization practices when outside of work to protect our team and patients and to avoid the possibility of our clinic having to be closed if one of our team members were to contract COVID-19.

#### Fourth Level Protection Being Implemented:

- Clinical team members will wear an appropriate level of mask following CDSBC guidelines when not able to exercise social distancing in the clinical setting. Treatment will dictate the level of mask used.
- An appropriate level of mask will be provided to any team member who wishes to wear a mask for daily work.
- Non-clinical team members will be instructed on the proper donning and doffing of a mask.
- Level 3 or N95 fit tested masks will be worn for all aerosol-generating procedures.

#### Reducing the Risk of Surface Transmission through Effective Cleaning and Hygiene Practices:

- Team members will perform routine proper hand washing when possible, hand sanitizing can be utilized when appropriate but will not replace the need and requirement to wash soiled hands.
- Everyone must hand sanitize upon entering or exiting the office.
- Everyone must wash their hands properly after using the restroom.
- Team members must hand sanitize upon entering the lunchroom.
- Team members must hand sanitize upon entering the clinical area and wash their hands before donning gloves and commencing treatment.
- Team members must disinfect their eating area leaving it clean for the next person.
- All dental operatories will be completely disinfected with Cavicide twice between patients, twice after the last patient of the day and once before setting up for the first patient of the day.
- Any doorknobs, handles, seats and counters within the clinic that a patient touches will be disinfected immediately afterwards.

- Clinic door handles, and hand sanitizer dispenser handles will be disinfected at least every 4 hours.
- The guest washroom will be disinfected after each patient use.
- The team washroom will be disinfected after use by the team member who uses it (including toilet seat, soap dispenser handle, door handle, sink ledge, counter and light switch).
- Multiple hand sanitizer stations are being added to aid in hand sanitization throughout the office.
- Signage has been placed throughout the clinic outlining proper social distancing, hand hygiene and cough/sneeze etiquette.
- Plates/glasses/utensils used from the team kitchen should be rinsed and placed directly into the dishwasher.
- Team members have been provided with their own bins to protect their personal belongings and street clothing.
- Scrubs will not be worn out of the clinic. If scrubs are not being washed by the linen service they will be brought home in a plastic bag by the team member and washed on a daily basis.
- Work shoes will be stored in the staff closet and disinfected with HOCl fogging when available (or Lysol Multi-surface Cleaner and Disinfectant).

#### New Policies, Procedures and Equipment in Response to COVID-19:

- Anyone who has had symptoms of COVID-19 in the last 14 days including fever, chills, new or worsening cough, shortness of breath, sore throat, new muscle aches or headache will not be permitted to enter the clinic.
- Anyone who has been directed by Public Health to self-isolate will not be permitted to enter the clinic.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self isolate for 14 days and monitor their symptoms and will not be permitted to enter the clinic.
- Visitors are currently prohibited from our workplace.
- All team members will complete a return to work screening.
- All team members will perform a daily self-health check and record their results.
- Team members who become sick at work will wash and sanitize their hands, will be provided with an appropriate level of mask to wear, and will be asked to go straight home and isolate. They should consult the BC COVID-19 Self-Assessment Tool, call 811 or their physician for further guidance related to testing, self-isolation and treatment.
- If a team member is severely ill (eg. difficulty breathing, chest pain), we will call 9-1-1.
- Any surfaces that the ill team member has come in contact with will be cleaned and disinfected and when available the clinic will be fogged with HOCl.
- Surgically Clean Air Purifiers will be installed in all operatories and waiting area to sanitize the air several times per hour.

- All patients will be required to do an oral pre-rinse with 1% hydrogen peroxide or chlorhexidine for one minute prior to commencing treatment to reduce clinical staff's exposure to germs.
- Whenever possible our clinical staff is choosing to use procedures that do not produce aerosols.

#### Communication and Training Plan:

- Team will discuss protocols and procedures on a weekly basis and assess the need for change and improvement to the COVID-19 safety plan.
- Training will be provided with an opportunity for a dry run so that all team members are comfortable with their role prior to re-opening.
- Team members are encouraged to bring all concerns to Dr. Burghardt immediately.
- Team members will respect and follow signage throughout the office in regards to social distancing, occupancy limits, hand hygiene and cough/sneeze etiquette.
- Signage is strategically placed at the main entrance indicating who is restricted from entering the premises including people without an appointment, all visitors or anyone with COVID-19 symptoms.

#### Assess and Address Risks from Resuming Operations:

- Team members will have new roles and we will become well versed in our responsibilities and roles prior to seeing patients. We will train each member, answer any and all questions and have the opportunity to do dry runs trials with team members acting as patients.
- Water, air and suction lines will be cleared of all chemicals prior to use.
- All equipment will be maintained as per manufacturers and CDSBC's recommendations prior to commencing patient care.

Again, it is important to note that we expect this plan will change and evolve as strengths and weaknesses in post COVID-19 protocols and procedures are identified and new information comes to light.