

[Insert Date Here]

Private & Confidential

Without Prejudice

Dear [Insert Team Member Name Here]:

Trusting you have been healthy, safe and emotionally supported during this unprecedented time in isolation with your families. **MY/ Our** goal as your leader is to communicate what has been happening to bring you back to work in the best possible and healthy way. Dentistry has changed forever, and the way we operated in the past is gone. We are now preparing for our new normal.

Dentistry has announced Phase 2 of adding urgent procedures back into the restorative department with a dentist and assistant. The urgent services are defined and we will start with modified hours of **XXXX** days a week. We will also work to catch up on all the re-scheduled patients due to the COVID-19 pandemic.

I/We have followed the recommendations of the directives from the Minister of Health, Health Canada and our respective College. We are making changes based on science, not fear. All of the decisions and changes were made with the intention and focus on your safety, team culture, patient flow and physical distancing. There will be the need to review with each team member (before returning your job role) the new processes, working hours and training for a post COVID-19 rebuild.

Below is just some of the many adaptations **I/we** have made for you to come back to a healthy workplace:

- Reopening letter to patients of what to expect on their first visit.
- You will have the PPE equipment for protection from aerosol-generating procedures with an N95 or KN95 mask, gowns, shields, caps and eyewear for each provider.
- The Administrative member will have **a plexiglass sneeze shield OR MASK AND GLOVES.**
- Electronic COVID-19 new screening intake forms with recorded consent.
- Infrared Thermometer for every visitor, team member and patient before entering the practice.
- We will be hanging posters with support for the Donning and Doffing process.
- There will be a Donning area that is clean and safe to put on PPE.
- There will be a Doffing area in the operatory to disrobe PPE with closed-lid garbage cans.
- Gown service to wash and dry OR LAUNDRY SERVICE ON SITE
- Training for all members before their return with sign off of on learning the new Donning and doffing processes.
- Extra hand washing stations with posters of the method in place.
- Extra wipe down of all common areas twice per day.
- Operatory signs for Aerosol Generated procedures.
- Patient and Team Bathroom log and cleaning schedule with initials.
- Daily employee screening for COVID-19 consent.
- Updated team COVID-19 illness policy.
- Reception Room spacing of chairs to honour physical distancing.
- Air purifiers to move the air exchange after Aerosol procedures.

- Ordering hand sanitizer that is 70-90% alcohol/Hydrogen peroxide for pre-rinse.

Our next goal together will be to bring back our patients of record and over-communicate to regain their trust, confidence and loyalty. You will all have the scripting and communication tools you need for the patients.

Our practice will be exceptional again with a synergistic team. We will adjust our mindsets to be open to change that is not an option. We will get through this together, with exceptional team members with exceptional mindsets.

Yours truly,

[Insert Manager Name/Practice Name or Doctor Name]