

May 8, 2020

Private & Confidential

Without Prejudice

Dear Team Member:

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 been changed for ever and the way we operated in the past is gone and 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 and work to catch up on the all the patients who had to be rescheduled due to Covid.

I/We have followed the recommendations of the directives from the Minister of Health, Health Canada and the College and making changes based on science not fear.

All of the decisions and changes were made with intention and focus on your safety, team culture, patient flow, physical distancing. There will be the need to review with each of your before returning your job role, process's, working hours and training for Post Covid rebuild.

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

- Re opening letter to patients of what to expect on their first visit.
- You will have the PPE equipment for aerosol generating protection with a N95 or Kn95 mask, gowns, shields, caps, eyewear for each provider.
- The Administrative member will have **plexiglass sneeze shield OR MASK AND GLOVES**
- Electronic Covid19 new Screening intake forms with recorded consent
- Infrared Thermometer for every visitor 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 -Clean to put on PPE
- Doffing area in the operatory to disrobe PPE with Garbage cans with lids
- Gown service to wash and dry OR LAUNDRY SERVICE ON SITE
- Training for all members before return with sign off of learning Donning and doffing process
- Extra hand washing stations with posters of the method
- 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 Covid19 consent
- Updated team Covid illness policy
- Reception Room spacing of chairs to honor 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 and 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,
Dr. Smily