Return-to-Practice Office Manual

Adapting the Dental Office to the COVID-19 Pandemic

DISCLAIMER:

This manual is a customized tool that provides interim guidance for dentists and allied dental healthcare professionals in Nova Scotia, specific to the COVID-19 pandemic. It is aligned with current Provincial Dental Board of Nova Scotia’s (PDBNS’s) guidelines (COVID-19 Reopening Plan for Dental Clinics Phase 3 Comprehensive Care), and includes recommendations from the Canadian Dental Association’s (CDA’s) Return to Practice Task Force. Throughout the manual, it will be noticed that ‘Mandatory Items’ reflect the necessary guidelines of the PBDNS, whereas ‘Considerations’ are items suggested by the CDA to provide extra guidance for members while respecting the mandate of the Board. While some members may appreciate these additional measures and incorporate some of these items into practice, ‘Considerations’ are suggestions, and are not be confused with ‘Mandatory Items,’ or as necessary protocols.

The following document is to be read in conjunction with the Provincial Dental Board of Nova Scotia guidelines (COVID-19 Reopening Plan for Dental Clinics Phase 3 Comprehensive Care). If any information in this document contradicts what is in the Provincial Dental Board guidelines, the Provincial Dental Board guidelines supersede this document.

This manual is a fluid document and is subject to revision as additional information becomes available. It is current as of June 19, 2020 and will be updated as needed.
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**ADDITIONAL RESOURCES AT THE END OF THE DOCUMENT:**

- DENTAL TEAM MEMBER RETURN TO WORK SCREENING FORM
- DENTIST & DENTAL TEAM MEMBER DAILY SCREENING FORM
- PATIENT SCREENING FORM
- PPE SHOPPING LIST
- DONNING AND DOFFING PPE
- OPTIONAL: COVID-19 PANDEMIC DENTAL TREATMENT CONSENT FORM
- DENTAL TEAM MEMBER SIGN-OFF SHEET
- RETURN TO PRACTICE CHECKLIST
- OFFICE POSTERS
INTRODUCTION

In March 2020, dental offices across Nova Scotia stopped providing oral health treatments and services except for emergency care with the arrival of the novel coronavirus SARS-CoV-2 and the illness it causes, COVID-19. As the pandemic becomes contained and dental health care professionals are authorized to return to work measures must be taken to protect patients, the dental office team, dentists and the community at large from the transmission of the coronavirus.

This document provides considerations for Nova Scotia dental offices, specific to the COVID-19 pandemic. It is designed for use by Nova Scotia dentists and the dental team and should be read in conjunction with the Provincial Dental Board of Nova Scotia’s return to work guidelines.

The document is informed by the best available scientific evidence and expert opinion available at this time and is subject to revision as additional information and data becomes available. Where evidence is lacking, recommendations err on the side of caution. As new evidence becomes available, the document will be updated accordingly.

Infection Control

All the modifications for dentistry are based on reducing the risk of spreading infection—from pre-appointment triage to physical distancing to personal protective equipment (PPE). The COVID-19 illness is especially challenging because infected people may not have any symptoms and do not know they are infected. For this reason, infection control measures must be followed in full because each works together with the others to reduce the risk of the spread of infection.

The infection control measures are presented as follows:

- Office preparation
- Team preparation
- Before the appointment
- During the appointment
- Clinical practices and protocols
OFFICE PREPARATION CHECKLIST

The following protocols should be observed until public health officials declare physical distancing and other measures are no longer required.

<table>
<thead>
<tr>
<th>MANDATORY ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Minimize contact at reception.</td>
</tr>
<tr>
<td>☐ Maintain physical distancing of 2 metres.</td>
</tr>
<tr>
<td>☐ Add a plexiglass or alternative transparent barrier for reception, encourage physical distancing among receptionists at reception desk, etc., OR receptionist wears a surgical mask.</td>
</tr>
<tr>
<td>☐ Focus patient activity at the front desk to a limited area. Disinfect the area after patient contact.</td>
</tr>
<tr>
<td>☐ Limit the number of patients that are in the waiting room at one time. Remove furniture and allow for proper social distancing of 2 metres. More than one patient is allowed in the waiting room if physical distancing rules can be maintained. Immediate family members do not need to maintain social distancing in the waiting area.</td>
</tr>
<tr>
<td>☐ Create an area for patient screening/hand sanitizing.</td>
</tr>
<tr>
<td>☐ Regularly disinfect high-touch surfaces in the front desk area, waiting room, and staff room using a Health Canada approved disinfectant. (<a href="https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html">https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html</a>). This includes chairs, tables, door handles, light switches, clothes hangers, bathroom countertops and fixtures, staff-room surfaces, lab areas, etc.</td>
</tr>
<tr>
<td>☐ Minimize the number of people at the office or clinic. Only patients and necessary attendants allowed in the office.</td>
</tr>
<tr>
<td>☐ Refer suspected cases of COVID-19 to 811.</td>
</tr>
<tr>
<td>☐ Shock your dental unit water lines if you are returning from an extended break in practice. Consult the manufacturer’s instructions for proper product recommendations.</td>
</tr>
<tr>
<td>☐ Purge your water lines for two minutes each morning and for 30 seconds between patients.</td>
</tr>
<tr>
<td>☐ Promote physical distancing between patients.</td>
</tr>
<tr>
<td>☐ Remove unnecessary items from all areas. Remove magazines, brochures, toys, etc.</td>
</tr>
<tr>
<td>☐ Minimize number of people in the lunch areas to maintain social distancing.</td>
</tr>
<tr>
<td>☐ Follow donning and doffing of PPE instructions.</td>
</tr>
<tr>
<td>☐ Follow laundry protocol on page 5 on this document from Section 5.6 of the Provincial Dental Board of Nova Scotia guidelines.</td>
</tr>
<tr>
<td>☐ Review hand hygiene with team members.</td>
</tr>
<tr>
<td>☐ Each treatment facility is required to develop their own site-specific work plan. The Provincial Dental Board of Nova Scotia’s guidelines should serve as the template for this plan. Ensure this is reviewed with all staff before returning to work.</td>
</tr>
</tbody>
</table>
☐ A physical distance of at least 2 metres should be maintained in the handling of packages. Consider contactless shipping and receiving methods such as leaving the package on a doorstep. If physical distancing cannot be maintained, proper PPE (i.e. surgical/procedure mask and gloves) should be worn.

☐ Dispose of all single-use shipping materials (e.g., plastic bags) that have contacted the received items. If the items are reusable, properly disinfect (whenever possible sterilize) them according to manufacturer’s instructions. As a precautionary measure, treat all received items as contaminated.

☐ Increased caution should be used when handling items that have had direct patient contact. These items must be thoroughly disinfected or sterilized, as appropriate, before proceeding.

☐ Clean and disinfect the area for receiving incoming cases immediately after decontamination of each case. Clean and properly disinfect (whenever possible sterilize) items before sending them out. Package and label to indicate “cleaned”.

**CONSIDER DOING THE FOLLOWING**

☐ Discourage team member sharing. Do not share pens, phone headsets, staplers, kitchen items, utensils, food, etc.

☐ Posting notices. Promote hand hygiene, physical distancing and cough etiquette. See Resources at the end of this document.

☐ Preparing washrooms. Post hand-washing instructions, ensure adequate supply of soap and disposable towels, make a trash can available. See Resources at the end of this document.

☐ Patients should wear a non-medical mask to their appointment.
TEAM PREPARATION CHECKLIST

The post-COVID-19 office is not the same as the pre-COVID-19 dental office. Team members need to understand the risk of infection and disease and feel that they are working in an environment that is safe. Until the pandemic recedes, effective therapy is available, or a vaccine is developed and administered to the vast majority of the population, COVID-19 remains a risk for everyone, especially vulnerable populations. The dental office has changed, and the dental office team should be prepared to adopt infection prevention measures wholeheartedly. Have team members review most current IPAC protocols.

Infection Prevention and Control Measures

Considerations


☐ Ensure that cleaning staff are fully-versed in the enhanced cleaning protocol for COVID-19 (See Table 1 below).


☐ Emphasize hand hygiene as an important measure for preventing the transmission of microorganisms. Hand hygiene can be performed using soap and running water or a hand sanitizer. The minimum time for hand washing is 20 seconds. For alcohol-based hand sanitizers, follow the minimum times recommended by the manufacturer.

☐ When placing instruments in an ultrasonic cleaner prior to the sterilization process, the lid must be kept on the unit to ensure that aerosols are not created.

☐ All DHCPs (Dental Health Care Providers) must practice social distancing when possible.

☐ Do not store disposables, supplies, gauze, tissue, and local anaesthetic in open areas of the treatment room. Clear the treatment areas of all items other than those necessary to carry out the treatment.

☐ Upon return to practice, waterlines must be purged by flushing them thoroughly with water for at least 2 minutes at the beginning of each day and for 30 seconds following each patient. Before purging is carried out, handpieces and air/water syringe tips must be removed from the waterlines.

Hand Hygiene

Strict dental team hand hygiene is of paramount importance. Dental team members must wash or disinfect hands thoroughly:

☐ Upon entry into the dental office.

☐ Before and after any contact with patients.

☐ After contact with contaminated surfaces or equipment.

☐ In between procedures and after removing PPE depending on the procedure, following established PPE protocols.
### Clothing and Office Environment

In the highly infective COVID-19 environment, all dental office team members must have dedicated clinic clothing, whether it be scrubs or professional attire, and office-only footwear. Dedicated clothing and shoes should be only worn in the office and should be put on when entering the office at the start of the day and removed at the office at the end of the day. Dedicated clothing should not be worn outside the office.

Movement between the clinical area and the front office should be minimized.

In the clinical areas:

- Keep surfaces clear of items as much as possible.
- Cover keyboards, computer mouse, etc., with clear plastic barriers and change between patients.
- Minimize paperwork. Cover paper charts with clear barriers.

### Safe Management of Linen (Laundry)

All linen used in the direct care of patients must be managed as ‘infectious’ linen. Linen must be handled, transported, and processed in a manner that prevents exposure to the skin and mucous membranes of team members and contamination of their clothing and the environment. Disposable gloves and a gown or apron should be worn when handling infectious linen.

Single bags of sufficient tensile strength are adequate for containing laundry, but leak-resistant containment is needed if the laundry is wet and capable of soaking through a cloth bag. Bags containing contaminated laundry must be clearly identified with labels, colour-coding, or other methods so that team members responsible for laundry can handle these items safely. Dispose the used bags into the normal waste stream.

Laundry services for healthcare facilities are provided either on or off-premises using the following protocol:

- separate from other linen;
- in a load not more than half the machine capacity; and
- at the maximum temperature the fabric can tolerate, then ironed or tumbled-dried.
- DHCPs must change into and out of designated clothing at work and not wear them outside the office.
**Personal Protective Equipment (PPE)**

Personal Protective Equipment (PPE) is a key line of defense for the dental office team in preventing infection. In a pandemic environment, all dental office team members should be using the appropriate PPE. The necessary PPE is indicated by the PDBNS guidelines and it is based on the dental care being provided, or function in the dental office (e.g. reception, room cleaning, etc.). Table 1 provides a general guide for PPE in the dental office.

Table 1: Adapted from: World Health Organization. "Rational use of Personal Protective Equipment for Coronavirus Disease 2019 (COVID-19)." (February 27, 2020):

<table>
<thead>
<tr>
<th>Setting</th>
<th>Staff</th>
<th>Patients Procedure/Activity</th>
<th>Type of PPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient room</td>
<td>Dental Health Care Provider (DHCP)</td>
<td>Providing direct care (NAGP)</td>
<td>Surgical mask*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Aerosol-generating procedures (AGP)</td>
<td>Eye/Face protection</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Protective clothing (e.g. scrubs)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Gloves</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fit-tested N95 respirator or the equivalent (as approved by Health Canada) OR surgical mask AND face shield**</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Eye/Face protection</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Protective clothing (e.g. scrubs)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Gown/lab coat</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Gloves</td>
</tr>
<tr>
<td>Reception</td>
<td>Front office staff</td>
<td>Arrangement of treatment rooms for NAGPs</td>
<td>Surgical mask*</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Disinfecting treatment rooms for AGPs</td>
<td>Eye/Face protection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No visitors during AGPs.*** Parents/caregivers may be allowed to remain in treatment room if required for patient comfort. Have the parent/caregiver wear a mask and remain as far as possible from the dental chair during AGPs.</td>
<td>Protective clothing (e.g. scrubs)</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Gloves</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Surgical mask*</td>
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<tr>
<td></td>
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<td></td>
<td>Eye/Face Protection</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Protective clothing (e.g. scrubs)</td>
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<td></td>
<td></td>
<td></td>
<td>Gloves</td>
</tr>
<tr>
<td>Visitors</td>
<td></td>
<td></td>
<td>Surgical Mask* or protective barrier around reception desk</td>
</tr>
<tr>
<td>Reception</td>
<td></td>
<td>Arrival screening</td>
<td>Maintain spatial distance of at least 2m when possible.</td>
</tr>
</tbody>
</table>

*ASTM Level I, II or III

** Dental healthcare providers use:
  - A fit-tested N95 respirator (or Health Canada approved alternative) or
  - Surgical mask AND face shield

*** Exception being a legal guardian or a caregiver, who should also be screened.
BEFORE THE APPOINTMENT CHECKLIST

Before an appointment, the patient must be contacted, and a pre-appointment screening completed. The purpose of the screening is to:

1. Determine the patient’s risk level for being infected with COVID-19.
2. Determine if the patient falls into one of the vulnerable population groups with respect to COVID-19.
3. Explain the changed office protocols to the patient.

In this new COVID-19 pandemic environment, patient screening cannot be emphasized enough. You need to ask the right questions to assess the risk level.

Before the Appointment

☐ Promote physical distancing between patients.
☐ Remove all magazines/toys etc. from waiting area to prevent contamination.
☐ Patients should wear a non-medical mask to their appointment.

Pre-Screening

Patients must be pre-screened via remote communications. This is important to protect both patients and DHCPs from possible virus transmission. Pre-screening questions must include COVID-19 symptoms, COVID-19 risk factors, underlying medical risk factors, and the nature of the chief complaint. See the Patient Screening Form provided at the end of this document.

COVID-19 Symptoms

☐ Fever (greater than 38°C) or feverish chills, sweats, muscle aches, light-headedness;
☐ New or worsening cough;
☐ Sore throat (difficulty swallowing);
☐ New or worsening runny nose;
☐ New or worsening shortness of breath; or
☐ New or worsening headache.

COVID-19 Risk Factors

☐ Close personal contact, without PPE, with a suspected or confirmed COVID-19 patient within the past 2 weeks.
☐ Travel outside of Nova Scotia (by air, car, bus or otherwise) in the past 2 weeks.
In Nova Scotia, discontinuation of home isolation for patients with COVID-19 occurs at the direction of NS Public Health if at least ten days have passed since onset of the first symptom or laboratory confirmation of an asymptomatic case, the case did not require hospitalization, or the case is afebrile and has improved clinically. Absence of a cough is not required for those known to have a chronic cough or for those who are experiencing reactive airways post-infection. Patients with COVID-19 will be informed of the end of self-isolation by Public Health.
### Consider the Following for Vulnerable Patients

Some people are more vulnerable to becoming infected and for the infection to become serious. The questions below help assess if a patient is more vulnerable:

- Are you over the age of 60?
- Do you have any of the following medical conditions which would put you in a high-risk category: diabetes, cardiovascular disease, hypertension, lung diseases including moderate to severe asthma, being immunocompromised, having active malignancy?

The risk of COVID-19 transmission for vulnerable patients can be reduced by scheduling them as first appointment of the day, right after lunch or on separate days.
# DURING/AFTER APPOINTMENT CHECKLIST

## During the Appointment

It is recommended that dentists carefully manage patient and team member flow and contact. This includes the following:

- Have patients notify your office once they have arrived and direct them when it is appropriate to enter the clinic.
- It is acceptable to use waiting rooms if social distancing measures are enforced.
- Review screening questions prior to allowing patients entry into the clinic.
- Accompanying individuals should wait outside of the office (exception being a legal guardian or a caregiver, who should also be screened).
- Ensure that the patient washes their hands or uses hand sanitizer upon initial entry to the office and proceeds directly to the operatory if possible.
- All team members providing direct patient care or working in patient care areas must wear a surgical mask at all times and in all areas of the workplace. This includes involvement in direct patient contact and in cases where they cannot maintain adequate physical distancing (2 metres) from patients and co-workers.
- Any team members not working in patient care areas (e.g. receptionists) or who do not have direct patient contact must wear a surgical/procedural mask at all times in the workplace if a physical barrier (e.g. plexiglass) is not in place or if physical distancing (2 metres) cannot be maintained.
- Use of team member common areas (e.g. staff rooms) must be scheduled to enable team members to maintain physical distancing.
- Patients should NOT touch door handles – team members should be opening all doors for patients.
- All touchable surface areas should be disinfected on a regular basis with a Health Canada-approved surface cleaner.
- Inside the treatment area, remove all non-essential items for direct patient care.
- Have the patient wash their hands (or use hand sanitizer) before they leave the office.
- Record contact information for patients and any individual who may accompany the patient to the appointment.
- Patients should wear a non-medical mask to their appointment.
- Consider taking patient’s temperature and record result.
Additional Considerations for all Procedures

- Follow the proper donning and doffing of PPE (see Appendix A in the Provincial Dental Board of Nova Scotia guidelines, and resources at the end of this document);

- Use 1% hydrogen peroxide or 0.5-2.0% povidone-iodine to rinse for a minimum of 30 seconds and have the patient expectorate the rinse back into the cup (Note: check the concentration and dilute if necessary). Not recommended for patients who cannot predictably rinse and expectorate such as pediatric patients or patients with certain special health care needs.

- When possible:
  - Use rubber dam isolation and/or other isolation techniques;
  - Use of high-volume suction to limit aerosols;
  - Four-handed dentistry.

After the Appointment

As the patient is leaving:

☐ Try to have paperwork completed before the patient arrives at reception.

☐ Choose a touchless payment method, if possible.

☐ Encourage patient to replace their mask back over their nose and mouth prior to exiting the operatory and clinic.

☐ After the patient leaves, disinfect all patient contact surfaces, e.g. clothes hangers, door knobs, etc.

Patient Follow-Up

Even when DHCP screen patients for respiratory infections, inadvertent treatment of a dental patient who is later confirmed to have COVID-19 may occur. To address this, DHCP should request that the patient inform the dental clinic if they develop symptoms or are diagnosed with COVID-19 within 14 days following the dental appointment. [https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html#Management](https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html#Management)
Non-Aerosol Generating Procedures (NAGP) and Aerosol Generating Procedures (AGP)

Refer to the Provincial Dental Board of Nova Scotia’s guidelines Section 1.1 for information about Aerosol Generating Procedures (AGP) and Non-Aerosol Generating Procedures (NAGP).

Dental Laboratory Asepsis


Dental prostheses and appliances, as well as items used in their fabrication (e.g. impressions, occlusion rims, bite registrations), are potential sources for cross-contamination. They should be handled in a manner that prevents exposure of patients, DHCPs or the office environment to infectious agents.

Effective communication and coordination between the dental office and the commercial dental laboratory will ensure that:

- appropriate cleaning and disinfection procedures are performed in the dental office or the commercial dental laboratory;
- materials are not damaged or distorted because of overexposure to disinfectants;
- disinfection procedures are not unnecessarily duplicated.

Impressions, prostheses or appliances should be cleaned and disinfected as soon as possible after removal from the patient’s mouth, before drying of blood or other organic debris. The manufacturer’s instructions regarding the stability of specific materials during disinfection should be consulted. Wet impressions or appliances should be placed in an impervious bag prior to transportation to a commercial dental laboratory.

Heat-tolerant semi-critical items used in the mouth, such as impression trays or facebow forks, should be sterilized after each patient use. Other items that do not normally come in contact with the patient, but frequently become contaminated, such as articulators and case pans, should be cleaned and disinfected according to the manufacturer’s instructions. Items used in the typical in-office dental laboratory, such as burs, polishing points, rag wheels, laboratory knives and dental lathes, frequently become contaminated during adjustments to prostheses and appliances. These items should be sterilized, cleaned and disinfected or discarded after use.

Finished prostheses and appliances delivered to the patient should be free of contamination. This can be accomplished with an appropriate low-level disinfectant by either the commercial dental laboratory or dental office.
APPENDIX 1: GLOSSARY OF TERMS AND ACRONYMS

AGP means aerosol generating procedures. Aerosol generating procedures are any procedure carried out on a patient that can induce the production of aerosols of various sizes, including droplet nuclei. Adapted from: http://ipac.vch.ca/Documents/Acute%20Resource%20manual/Aerosol%20Generating%20Medical%20Procedures.pdf

NAGP means non-aerosol generating procedures. Any procedure carried out on a patient that does not produce aerosols.

PPE means personal protective equipment. Equipment worn to minimize exposure to hazards that cause serious injuries and illnesses. In the context of a pandemic, it is equipment worn to prevent transmission of a virus or bacteria.

- Eye protection (glasses, goggles or face shield): safety glasses allow air in and around the eye area while safety goggles fit tight against the face, offering protection against particulate in the air and splashes. Face shields provide further protection, especially from splatter, and can also be worn over spectacles or goggles.

- Scrubs: garments designed to be simple, easy to launder, and cheap to replace. Originally used by surgeons and other operating room personnel, who would put them on during the process of sterilizing themselves before entering the operating room.

- Lab coat (with or without cuff) or gown: a garment intended to be worn by health care personnel during surgical procedures to protect both the patient and health care personnel from the transfer of microorganisms, body fluids, and particulate matter. Cuffs provide greater protection to arms and wrists.
**APPENDIX 2: PATIENT TREATMENT DECISION TREE**

Diagram credit: Dr. Michel Comeau and Dr. Scott MacLean

**COVID-19 Symptoms**

- Fever (greater than 38°C) or feverish chills, sweats, muscle aches, light-headedness;
- New or worsening cough;
- Sore throat (difficulty swallowing);
- New or worsening runny nose;
- New or worsening shortness of breath; or
- New or worsening headache.

**COVID-19 Risk Factors**

- Close personal contact, without PPE, with a suspected or confirmed COVID-19 patient within the past 2 weeks;
- Travel outside of Nova Scotia (by air, car, bus or otherwise) in the past 2 weeks.
RESOURCES

- Provincial Dental Board of Nova Scotia guidelines

- NSDA IPAC Guidelines

- Halifax Water
  Information and list of resources on restoring building water quality:
  www.halifaxwater.ca/flushing

**Has your building been closed for weeks?**

Halifax Water remains committed to providing you with safe, high-quality water during the COVID-19 pandemic. The disinfectant we use to treat the water, chlorine, kills water-borne viruses. We deliver this water to the property line. Building owners are responsible for water quality and maintenance of piping networks from the property line to each tap.

When buildings are closed or have fewer people than normal, there is less flow of water in the building, which can result in loss of disinfectant residual, which, in turn, can affect the safety of the drinking water. Routine maintenance of mechanical components may have also been suspended, which can also lead to water quality issues.

**What can you do to ensure safe drinking water when buildings are re-opened?**

- **Flushing:** Start a recurring flushing program to maintain fresh water in the building while the building is closed or has low occupancy
- **Maintenance:** Continued inspection and maintenance of mechanical equipment within the building

Visit our website for more information and for links on flushing and maintaining building water quality: halifaxwater.ca/flushing

**How to Flush Pipes:**

1. **Disconnect** any point-of-entry device filters and clean faucet aerators.
2. **Flush** all appliances that use water. Run an empty load in the dishwasher and let water flow through drinking water fountains and sink sprayers. Empty the ice from ice maker bins; run and discard two additional batches of ice.
3. **Flush** all toilets, spas and water features like fountains.
4. **Flush** all toilets, spas and water features like fountains.
5. **Next,** moving in order from where water enters the building to the furthest point in the building, flush the cold water tap in each fixture until the water maintains a constant cold temperature at each fixture for at least 10 minutes.

Find more detailed information on flushing, including what to do with hot water systems and more complex buildings, by visiting:

halifaxwater.ca/flushing
Resources/Information to help address employee concerns about returning to work:

- Video: "Scientific Insights To Help You and Your Team Feel Confident In Seeing Your Dental Patients Again" [Link]

- Decoding Dental Aerosols: How conflation with medical aerosols in the age of COVID-19 has created an inaccurate and potentially dangerous argument in dentistry [Click for PDF]


Each employee/dentist at the office must complete this form upon return to work. If DHCP has any ONE of the following **new or worsening** signs or symptoms, or have any of the risk factors listed below, they must not report to work and they must contact 811 and arrange for COVID-19 testing.

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

### Risk Assessment Screening Questions

1. **Do you have any of these signs or symptoms:**
   - Fever > 37.8°C?
   - Chills?
   - Muscle aches?
   - Cough?
   - Sore throat?
   - Loss of sense of smell or taste?
   - Unusual fatigue?
   - Runny nose?
   - Shortness of breath?
   - Sneezing?
   - Hoarse voice?
   - Headache?
   - Diarrhea?

   **Risk factors:**

2. **Have you travelled outside of Nova Scotia (by air, car, bus or otherwise) in the past 2 weeks?**
   - YES
   - NO

3. **Have you been in close personal contact, without PPE, with a suspected or confirmed COVID-19 patient within the past 2 weeks?**
   - YES
   - NO

If you answer “NO” to all of the above, you can proceed to work. If you develop symptoms, please complete a new questionnaire.

If you answer “YES” to any of the above, you are not permitted to attend work at this time and you must self-isolate and contact a medical office to determine if you require COVID-19 testing.

*Healthy people who have to cross the Nova Scotia land border on a regular ongoing basis to travel to work to carry out their duties, such as health care workers, are exempt from the requirement to self-isolate or self-quarantine.*
Date: ___________________________________

All dental team members must screen themselves daily for symptoms and risk factors. DHCPs and other dental team members who develop **ANY new or worsening symptom of COVID-19** must exclude themselves from the workplace and call 811. DHCPs and other dental team members who have any of the risk factors outlined below must exclude themselves from the workplace. If a member of the office tests positive for COVID-19, they must remain out of the workplace until determined to be recovered by Public Health.

If DHCP has any **ONE** of the following **new or worsening** signs or symptoms, or have any of the risk factors listed below, they must not report to work and they must contact 811 and arrange for COVID-19 testing.

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Dentist & Dental Team Member
Daily Screening Form
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*Healthy people who have to cross the Nova Scotia land border on a regular ongoing basis to travel to work to carry out their duties, such as health care workers, are exempt from the requirement to self-isolate or self-quarantine.

** Provincial regulations may require use of a provincial form and protocol. How “yes” answers are handled may be dictated by provincial regulation and may change with the public health alert level of the pandemic. A cautious approach is recommended.
Use this form to screen patients before their appointment and when they arrive for their appointment.

Staff screener: 

Patient Name: 

Patient age: 

Who answered: 

___ Patient ___ Other (specify) 

Contact Method: 

___ Phone ___ email ___ Other 

Identify yourself and explain the purpose of the call, which is to determine whether there are any special considerations for their dental appointment. Have the patient answer the following questions.

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<thead>
<tr>
<th>Screening Questions</th>
<th>Pre-Screen</th>
<th>In-Office</th>
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<tbody>
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<td>1. Do you have a fever (greater than 38°C) or feverish chills, sweats, muscle aches, light-headedness?</td>
<td>YES NO</td>
<td>YES NO</td>
</tr>
<tr>
<td>2. Do you have any of these symptoms: New or worsening cough? Sore throat (difficulty swallowing)? New or worsening runny nose? New or worsening shortness of breath? New or worsening headache?</td>
<td>YES NO</td>
<td>YES NO</td>
</tr>
<tr>
<td>3. Have you been in close personal contact, without PPE, with a suspected or confirmed COVID-19 patient within the past 2 weeks?</td>
<td>YES NO</td>
<td>YES NO</td>
</tr>
<tr>
<td>4. Have you travelled outside of Nova Scotia (by air, car, bus or otherwise) in the past 2 weeks?</td>
<td>YES NO</td>
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**Patient Vulnerability (useful in patient scheduling)**

| 5. Are you over the age of 60? | YES NO | YES NO |
| 6. Do you have any of the following medical conditions which would put you in a high-risk category: diabetes, cardiovascular disease, hypertension, lung diseases including moderate to severe asthma, being immunocompromised, having active malignancy? | YES NO | YES NO |

☐ Any “yes” response for questions 1-6 must be discussed with the managing dentist immediately. 
- Tell the patient when they arrive at the office, they will be asked to: sanitize their hands; answer the questions again; may have their temperature taken; may be asked to complete a form acknowledging the risk of COVID-19.

☐ Advise the patient: 
- Only patients are allowed to come to the office.
- If possible to wait in their car until their appointment, call the office when they arrive.
PPE Shopping List

DISCLAIMER: The following PPE list is subject to change if Provincial Dental Board of Nova Scotia guidelines change. Watch the NSDA Online Member Community for updates to this list.

NOTICE

A dentist should always try to obtain any needed PPE from their dental suppliers first. When you buy from a trusted dental supplier there is no worry about the quality of what you are buying, and with the relationships we all have with our dental suppliers they will go out of their way to make sure we get what we need. Most of what is on this list can be acquired through local dental suppliers. Due to high demand they may be back ordered and this is where this buying list comes in. There are some local and Canadian manufacturers on it but there are also some other sources included. Please use your own discretion...We have not gone to every supplier and checked for quality or authenticity.

Surgical Gowns

- [https://kelticclothing.ca/](https://kelticclothing.ca/) (disposable and cloth) 902-539-6006
- [https://www.stanfields.com/](https://www.stanfields.com/) Truro 902-895-5406
- [https://mluniforme.com/](https://mluniforme.com/) Laura (lskinner@mluniforme.com) Nfld. 418-839-9999
- [https://chandlersales.com/](https://chandlersales.com/) Terry Garagan 902-430-7380 (Burnside) 902-450-2400
- [christie@trilliumsalesgroup.com](mailto:christie@trilliumsalesgroup.com) (disposable) Newfoundland 647-588-4477
- (GOWN RENTALS) [www.canadianlinen.com](http://www.canadianlinen.com), Erik LaRoche, Account Executive, Canadian Linen and Uniform Service, T-902 468 7520, C-902 410 5796, [erik.laroche@canadianlinen.com](mailto:erik.laroche@canadianlinen.com)

Face Shields

- Christian at Hallmark Labs 902-488-6224
- [https://kelticclothing.ca/](https://kelticclothing.ca/) Cape Breton 902-539-6006
- [http://www.harco.on.ca](http://www.harco.on.ca) Peterborough Ontario Canada e-mail: tharris@harco.on.ca
  Phone 1-705-743-5361 Fax 1-705-743-4312 Cell 1-705-761-1361
- [canadawidedental@rogers.com](mailto:canadawidedental@rogers.com) Christie DeJong Sales Executive T: 647-588-4477
- [christie@trilliumsalesgroup.com](mailto:christie@trilliumsalesgroup.com) (Nfld) Christie DeJong T: 647-588-4477
Many of these companies will also have safety goggles.

**Masks**

- [https://www.hazmasters.com/](https://www.hazmasters.com/) Dartmouth Ken MacPherson 1-800-434-7065  
  cell: 902-222-4830
- [kelticclothing.ca](http://kelticclothing.ca) 902-539-6006
- [seaboardindustrial.ca](http://seaboardindustrial.ca) 902-564-0400
- [pjulian65@gmail.com](mailto:pjulian65@gmail.com) from Stanfields 902-895-5406
- Terry Klironomos, President, Nichent Energy Inc., 827 Bedford HWY Unite 208, Halifax, NS B4A 0J1,  
  e: [terry@nichentenergy.com](mailto:terry@nichentenergy.com), p: Toll-Free 855-405-4653, m: 902-478-3248
- Levitt safety 1-888-453-8488 [csr@levitt-safety.com](mailto:csr@levitt-safety.com)
- [rnewcombe@stanfields.com](mailto:rnewcombe@stanfields.com) also from Stanfields
- [tim.woodford@financialone.ca](mailto:tim.woodford@financialone.ca) Business Development Manager, Financial One  
  (709)699-4161
- [greg.bouffard@kdpratt.com](mailto:greg.bouffard@kdpratt.com) | [www.kdpratt.com](http://www.kdpratt.com)  
  Greg Bouffard | Account Manager – Life Safety & Coatings Dartmouth  
  DL: 902-480-3032 | C: 902-237-4247
- [www.sourceatlantic.ca](http://www.sourceatlantic.ca) E: [guthro.luke@sourceatlantic.ca](mailto:guthro.luke@sourceatlantic.ca)  
  Cell: 902-717-6879  
  Fax: 902-494-5079
- [christie@trilliumsalesgroup.com](mailto:christie@trilliumsalesgroup.com) Christie Dejong, T: 647-588-4477
*Hallmark labs makes an adjunct ear defender that pulls the elastics tighter on respirators and has been helping with better fit. They also make a mask fitter that fits over surgical masks to adapt the fit to the face on the sides.

**Note:** NSDA has not investigated these masks suppliers to make certain that their respirators meet specifications but we do have web links that will help you gain the knowledge you will need when buying approved KN95 masks.

**Links:**
https://www.cdc.gov/niosh/npptl/usernotices/AdditionalTips.html
https://www.cdc.gov/niosh/npptl/topics/respirators/disp_part/n95list1.html

Sample of a generic filtering facepiece respirator with appropriate markings.

Source: https://www.cdc.gov/niosh/npptl/topics/respirators/disp_part/default.html
Notice from Canadian Dental Association (week ending May 15, 2020):

Health Canada Advisory of Failed Respirators, including KN95s:
Recent testing performed by the Centers for Disease Control and Prevention (CDC) identified significant concerns with the fit and filtration of some KN95 respirators, specifically those with ear loop design which generally did not achieve proper fit. Several models of KN95 respirator models also failed to meet the filtration criteria of 95%. This recall does not affect N95 respirators, and shouldn’t impact the supplies for hospitals and health care facilities.

These masks may not meet the standards required for frontline health care workers, including dentists. Health Canada requested manufacturers and importers to stop the sale of these products that do not meet the filtration criteria of 95%, which the KN95 designation is intended to certify. However, Canadians using these masks outside health care settings can continue to do so. These masks may still be available for sale, but should be re-labelled as "face masks," and not "respirators."

While this news is unfortunate, Health Canada is committed to ensuring that the medical devices available to Canadians meet the necessary safety and effectiveness standards. CDA will continue to look for alternatives and remains in discussion with the federal government, including Public Health Agency of Canada (PHAC) and the Office of the Chief Dental Officer, on the availability of PPEs for dentistry.


Hand Sanitizer/Stations

- Greater Canadian Cleaning 902-830-0233  Kevin HRM
- https://kelticclothing.ca/ 902-539-6006
- tim.woodford@financialone.ca Tim Woodford (709)699-4161
- greg.bouffard@kdpratt.com | www.kdpratt.com Greg Bouffard, Dartmouth DL: 902-480-303  C: 902-237-4247
- christie@trilliumsalesgroup.com St. John’s, NL Christie DeJong T: 647-588-4477
- seaboardindustrial.ca
- Nova Scotia Spirit Co., Amanda Pyrovolos, Office Manager and Export Research Analyst, 902-600-2160
- www.canadianlinen.com, Erik LaRoche, Account Executive, Canadian Linen and Uniform Service, T-902 468 7520, C-902 410 5796, erik.laroche@canadianlinen.com
Waiting Room Modifications

**Plexi glass**

  - E: brent.macintyre@laheyglass.ca
- greg.bouffard@kdpratt.com | www.kdpratt.com Greg Bouffard | Dartmouth DL: 902-480-3032
  - C: 902-237-4247
- https://protectmystaff.com Roxanne 514-360-1078
- Apple autoglass (902) 455-0494 (902) 468-8201
- Bob Magee Project Manager / Owner Greytop Commercial Construction C: (902) 483-1073
  - T: (902) 377-3464
- Chrystal, Supervisor, Staples, 215 Chain Lake Drive, Halifax, NS B3S 1C9, T (902) 450-5241, staples.ca

**Cape Breton Vendors**

- Frank Lush Glass for front desk enclosures, 902-549-6977
- Cape Breton Glass, 902-562-2817, capebretonglass.ca, or email: capebretonglass@ns.aliantzinc.ca
- Chandler has a Sydney location, 902-562-3500
- Dave Dalgliesh, D3 Design & Innovation: face shields and ear guards for masks
  - 902-322-4281, d3design.innovation@gmail.com
- Protocase (acrylic/plexiglass enclosures), 902-567-3335, or email: info@protocase.com

**Floor Stickers for distancing**

- christie@trilliumsalesgroup.com St. John’s, NL Christie DeJong T: 647-588-4477
- Halcraft Printers Inc., Mike Roberts, Phone: 902-453-4511 Email: sales@halprint.com
  - http://halcraftprinters.com/

**Mask Fit-Testing for N95/KN95 Respirators**

- Pinchin Leblanc Dartmouth SIMcIntyre@pinchin.com 902-461-9999
- https://www.levitt-safety.com/ Lisa.Price@Levitt-Safety.com
• [http://newtrend.ca](http://newtrend.ca) 902-462-2951
• [https://www.sourceatlantic.ca/](https://www.sourceatlantic.ca/) HRM 902-494-5858 Dart 902-494-5377
  Raddall Ave 902-468-8100
• McLeods Safety Tracy Rudolf Survival Systems Training Ltd. 902 465 - 3888 ext 103
• [kelticclothing.ca](http://kelticclothing.ca) 902-539-6006 (Cape Breton)
• [seaboardindustrial.ca](http://seaboardindustrial.ca) 902-564-0400 (Cape Breton)
• [Industrial Safety World Inc.](http://www.industrialsafetyworld.ca/home.html) 902-755-2060 (Pictou County)
GUIDE TO PUTTING ON PERSONAL PROTECTIVE EQUIPMENT

Droplet & Contact Precautions (Universal Masking)

1. Procedure/surgical mask
   - Process will depend on what face/eye protection is available
   - Scenario 1: If goggles or full-face shield is available, leave mask on and proceed to Step 2.
   - Scenario 2: If mask needs to be replaced with a mask with visor or N95, perform hand hygiene, remove original mask, and store as per guidance. Proceed to Step 2.

2. Hand Hygiene
   - Perform hand hygiene.
   - Alcohol-based hand rub is preferred. Use soap and water if hand are visibly soiled.

3. Long-sleeved gown
   - Select level of gown based on fluid exposure risk.
   - Make sure the gown covers from neck to knees to wrist.
   - Tie at back of neck and waist.

4. N95 Respirator (if applicable)
   - Required for AGMIs for patients with unknown, novel or emerging pathogens.
   - Refer to manufacturer for specific donning instructions.
   - Perform a ‘seal check’ with each use.
   - N95 respirators must be ‘fit tested’ prior to use.

5. Face/Eye Protection
   - Put on mask with visor or goggles or full shield as available.
   - Place over the eyes or face.
   - Adjust to fit.
   - NOTE: Eyeglasses are not considered protective eyewear.

6. Gloves
   - Put on gloves.
   - Pull the cuffs of gloves over the cuffs of the gown.

FOR NOVEL AND EMERGING PATHOGENS:
Initiate Contact & Droplet Precautions and wear gloves, gowns, procedure/surgical mask and face/eye protection when within 2 metres of patient.
GUIDE TO REMOVING PERSONAL PROTECTIVE EQUIPMENT

Droplet & Contact Precautions (Universal Masking)

1. Gloves
   - Outside of glove is contaminated.
   - Use glove to glove, skin-to-skin technique.
   - Discard in garbage

2. Hand Hygiene
   - Perform hand hygiene.
   - Alcohol-based hand rub is preferred. Use soap and water if hands are visibly soiled.

3. Long-sleeved gown
   - Carefully untasten ties. DO NOT rip off.
   - Grasp the outside of the gown at the back by the shoulders and pull down over the arms.
   - Turn the gown inside out during removal.
   - Carefully fold into bundle.
   - Place disposable gown in garbage or place non-disposable gown in laundry hamper.

4. Hand Hygiene
   - Perform hand hygiene.
   - Alcohol-based hand rub is preferred. Use soap and water if hands are visibly soiled.

5. Face/Eye Protection
   - Handle only by headband or earpieces.
   - Carefully pull away from the face.
   - Place non-disposable face/eye protection in designated area for disinfection & disposable items in garbage.

6. Mask OR N95 Respirator
   - Scenario 1: LEAVE MASK ON if wearing full face shield and mask is not visibly soiled or mask integrity is affected by moisture/humidity. Proceed to Step 7.
   - Scenario 2: If you wore goggles or wearing mask with visor, mask must be removed. Do not touch front of mask, allow to fall away from face & discard.
     - N95 must be removed outside of room.

7. Perform Hand Hygiene

8. Exit Patient Room. Remove N95 (if applicable). Perform Hand Hygiene

9. If Applicable, Obtain New Mask or Apply Stored Mask

Developed by Infection Prevention & Control
Last revised April 19, 2020
Patient name: ____________________________

I understand that the novel coronavirus causes the disease known as COVID-19. I understand that the novel coronavirus has a long incubation period during which carriers of the virus may not show symptoms and still be contagious. ________ (Initial)

I understand that some dental procedures create water spray which is one way that the novel coronavirus may spread. The ultra-fine nature of the spray can linger in the air for minutes to sometimes hours. This may transmit the novel coronavirus. ________ (Initial)

I understand that, due to the frequency of visits of other dental patients, the characteristics of the novel coronavirus, and the characteristics of dental procedures, I have an elevated risk of contracting the novel coronavirus simply by being in a dental office. ________ (Initial)

I confirm that I am not presenting any of the following symptoms of COVID-19 identified by:

• Fever > 38°C or feverish chills, sweats, muscles aches, light headedness ________ (Initial)
• New or worsening Cough ________ (Initial)
• Sore Throat (difficulty swallowing) ________ (Initial)
• New or worsening shortness of Breath ________ (Initial)
• New or worsening runny Nose ________ (Initial)
• New or worsening headache ________ (Initial)

I confirm that I do not have any of the following medical conditions which would put me in a high risk category: diabetes, cardiovascular disease, hypertension, lung diseases including moderate to severe asthma, being immunocompromised, having active malignancy, or over age 60. ________ (Initial)

OR

I do have some/all of the medical conditions listed above and my dentist and I have discussed the risks, and I agree to proceed with treatment. ________ (Initial)

I confirm that I am not currently positive for the novel coronavirus. ________ (Initial)

I confirm that I am not waiting for the results of a laboratory test for the novel coronavirus. ________ (Initial)
I verify that I have not returned to Nova Scotia from anywhere outside of the Province whether by car, air, bus or train in the past 14 days. _________ (Initial)

I understand that any travel from anywhere outside of Nova Scotia requires self-isolation for 14 days from the date a person has returned to Nova Scotia. _________ (Initial)

I understand that Nova Scotia’s Chief Medical Officer of Health has asked individuals to maintain physical distancing of at least 2 metres (6 feet) and that it is not possible to maintain this distance and receive dental treatment. _________ (Initial)

I verify that I have not been identified as a contact of someone who has tested positive for the novel coronavirus or been asked to self-isolate by the Province of Nova Scotia or any other governmental health agency. _________ (Initial)

**LIST DENTAL TREATMENT(S):**

__________________________________________________________________________

__________________________________________________________________________

I verify that the information I have provided on this form is truthful and accurate. I knowingly and willingly consent to have the above listed treatment completed during the COVID-19 pandemic.

**SIGNATURE OF PATIENT/LEGAL GUARDIAN**

Printed Name ____________________________ Date ____________________

__________________________________________________________________________

**SIGNATURE OF DENTIST**

Printed Name ____________________________ Date ____________________
I have read and understood the Provincial Dental Board of Nova Scotia’s guidelines and my office’s work plan.

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Are you ready?

☐ All team members are briefed and trained on changed protocols.
☐ Reception modified to limit contact.
☐ Waiting area updated.
☐ Washrooms well-supplied.
☐ All team members completed Return to Work Screening Form.
☐ Daily Employee Screening Log binder available.
☐ Surface disinfection schedule established. Disinfection supplies readily available in all areas
☐ Patient greeting/screening process established, team member assigned.
☐ Plan to limit movement in office, especially between clinical and non-clinical areas, is ready.
☐ All team members understand PPE expectations. Competent in donning and doffing PPE.
☐ Dental equipment tested and water lines shocked if needed.
☐ Sterilizers all appropriately tested before returned to service.
☐ Contact your equipment supplier/technician to make sure equipment is ready for opening.
OFFICE POSTERS
In response to COVID-19, additional steps have been taken to further enhance your safety and the safety of our team members. Only individuals being treated are allowed to enter the clinic. Accompanying persons are not permitted to enter, with the exception of caregivers. Delivery personnel are to contact the facility staff prior to entering.

Please review the following questions to confirm your fitness to enter the facility.

1. Do you currently have any of the following symptoms?
   - Fever > 38 Degrees C or feverish chills, sweats, muscle aches, light-headedness
   - New or worsening cough
   - Sore throat (difficulty swallowing)
   - New or worsening runny nose
   - New or worsening shortness of breath
   - New or worsening headache

2. Have you been in close personal contact, without PPE, with a suspected or confirmed COVID-19 patient within the past 2 weeks?

3. Have you travelled outside of Nova Scotia (by air, car, bus or otherwise) in the past 2 weeks?

If you have answered “yes” to any of the above questions, DO NOT ENTER THE FACILITY.

Call our phone number below and you will be given the appropriate direction.

Only enter the clinic if you answered “No” to all the questions above.

Call us if you have any questions: (____) _____________________
WASH YOUR HANDS.

1. Wet hands with warm water
2. Apply soap
3. For at least 20 seconds, make sure to wash:
   - palm and back of each hand
   - between fingers
   - under nails
   - thumbs
4. Rinse well
5. Dry hands well with paper towel
6. Turn off tap using paper towel

Wash Your Hands!

Dirty!

Get Soap

Wet

Scrub

Rinse

Dry

Clean!

www.cdc.gov/handwashing

Centers for Disease Control and Prevention
National Center for Emerging and Zoonotic Infectious Diseases

CS267057-A
KEEP CALM AND WASH YOUR HANDS
How to Use Hand Sanitizer

Whenever possible, wash your hands with soap and water instead.

1. Place enough product to cover all surfaces of your hands, into one palm.
2. Rub hands together, palm to palm.
3. Rub back of each hand with palm and between fingers.
4. Rub around each thumb.
5. Rub fingertips backward and forward in the other hand.
6. Continue rubbing until hands are dry.

Use soap and water if hands are heavily soiled or greasy.
Before you touch anything:

Your face
Your pen
Your coffee cup
A patient
A family member
A handrail
An object in the patient’s environment

STOP!
Clean your hands!
Stop the spread of germs that can make you and others sick!

Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.

You may be asked to put on a facemask to protect others.

If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.

Wash hands often with soap and warm water for 20 seconds. If soap and water are not available, use an alcohol-based hand rub.
Feeling Sick?

Stay home when you are sick!

If you feel unwell or have the following symptoms please leave the building and contact your health care provider. Then follow-up with your supervisor.

DO NOT ENTER if you have:

- FEVER
- COUGH
- SHORTNESS OF BREATH

cdc.gov/CORONAVIRUS