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Transitioning to Phase 2 of the COVID-19 Response Plan

How we have prepared for welcoming our patients back safely:

- Pre-screening patients before appointment
- Confirmation of pre-screening questions at appointment
- Unscheduled (Drop-in) appointments not available at this time
- Patient acknowledgement & consent form signed prior to treatment

Daily Staff Screening

- Daily screening of staff to monitor health
- Daily log confirming staff are not experiencing symptoms of COVID-19

Hand Hygiene

Strict staff hand hygiene is of paramount importance. Staff will 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

Increased cleaning and sanitization of clinic areas:

Using CDSBC recommended disinfectants, all items used in the delivery of care are sterilized between each appointment as well as increased sanitization throughout the day.

Use of Protective Equipment

- Practitioners wear masks for your appointments
- Use of full PPE when necessary
- Appropriate handling of waste as per infection control guidelines set out by the CDSBC
- Posting of signage regarding infection control

Changes to Appointment Booking and In Office Procedures

- Pre-screening patients
- Reduced number of patient appointments per day
- A gap between appointments for cleaning and maximizing distancing
- Changes if needed to allow for those with chronic health conditions or seniors (eg time of visit)
- To maximize distancing please stand on the marked X areas in the reception area
- Please arrive at the time of your appointment, not earlier
- We require every patient to use hand sanitizer on arrival
- We accept remote payment such as e-transfer or via telephone

Physical changes to the Office

- Removal of children's play area and toys
- Removal of any items not essential to the delivery of care ie. magazines, brochures, etc
- X marks on the floor in reception area
- Plexiglas between reception desk and patient area
- Reduced seating in the waiting area, chairs are two metres (2m) apart
- Only child and infirm patients to be accompanied

Clearing the Air (of Aerosols)

Our practice allows 6ft physical distance for 7 patients downstairs & 5 patients upstairs comfortably in each respective waiting area. Each operator is in a separate location with excellent ventilation (HVAC heating, ventilation & air conditioning) & windows/doors that can open to provide perfect air exchange.

Utilization of high volume evacuation (HVE) reduces aerosols. A high-volume evacuator is a suction device that draws a large volume of air over a period of time. Hygienists may have it running during procedures using an ultrasonic scaler. Dentists will use a rubber dam and H₂O₂ (hydrogen peroxide) rinse on the dammed teeth so there is minimal airborne contamination. With these measures in place the aerosols created will only contain tooth debris and no infectious saliva, minimizing the risk of infectious aerosols.