

## **Dental Clinic - Return to Work Toolkit**

### **Bringing Employees back to the Workplace: COVID-19**

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The MDA is planning a staged approach to re-integration of dental care.

The MDA regulates Dentistry and Dental Assisting in Manitoba in the Public interest and as such is strongly recommending that all non-urgent and elective dental services provided in person remain suspended until further notice.

Effective May 4, 2020 the provision of dentistry may now include both emergency and urgent dental care.

#### Best Practice – Returning Employees to Work:

**Step 1:** Please visit the MDA website frequently for resources and be sure to subscribe to the MDA EAlert system.

**Step 2:** Review the Interim IPC Guidelines document Related to COVID-19 Management with appropriate PPE provided by the MDA. Is the clinic equipped with all the required PPE for employees. Examples include masks, gloves, sanitization protocols, visors etc.

**Step 3:** Create a plan on how the clinic will decide who to recall back to work.

#### Factors to consider:

- As the re-opening will be a 'phased in' approach, will need to determine which employees are required, what duties will be performed and which employees are able to return?
- Is possible, create a rotation of the staff (ie: Team 1 ; Team 2 rotate every week)
- If applicable, refer to your Collective Bargaining Agreement with respect to recall procedures.
- The clinic will need to determine what the skill level requirements are. The most skilled and essential staff should be called back first.
- If not calling everyone back at the same time, then it is based on the needs of the clinic.
- Then, the clinic can determine, who next – can look at seniority based decisions.
- Ensure calling employees back does not create a situation where they are working by themselves – if that is the case, consider implementing a Working Alone Policy.
- Any employees that are vulnerable (over 65, compromised immune system or underlying medical condition) should be communicated to employer. The clinic's obligations would be to ensure the safety of these employees.

If you have the work to keep all employees busy, would you:

- Still be able to have everyone in your dental clinic and ensure they maintain the minimum physical distance for safety?
- Be able to provide them meaningful productive work?
- Be able to task them with other projects or work that will help the clinic practice move forward and drive revenue. Do the employees have the background and skill set that would allow them to be able to do this?

**Step 4:** Reach out and connect with the employees as soon as possible to advise them of the effective date of their return to their regular (or alternate) position and hours of work.

- Contact the employee by telephone to discuss their return to work plan that has been established. Be mindful that some employees may not be able to return to work due to child care issues, public transportation issues or other considerations.
- Review the COVID-19 Screening Tool provided by Health MB link: <https://sharedhealthmb.ca/covid19/screening-tool/> with the employee.

Please note that this should be included as part of your Return to Work policy (see Sample **Policy** in **Appendix A**).

- Provide a recall letter that will document the decision to return the employee back to work. (See Sample Return to Work **Letter** in **Appendix B**). The letter should indicate the effective date of the return to work as well as confirmation of the position. If no changes to the terms and conditions of the employment offer, the clinic can indicate this on the documentation (i.e.: rate of pay, vacation accrual, etc.). The letter can be sent out via registered mail. The employee can also be sent an email.
- If the employee returns to a different position, the letter will need to state the new position, salary and how long the alternate role will be in place for. Please note, if there is a permanent change to the employment agreement including compensation, it is recommended to seek legal advice to ensure that constructive dismissal is not occurring.

**Step 5:** Communicate to returning employees that Safety and Health preventative measures are being followed for both employees and patients. Ensure that you are following the Safety and Health protocols as listed:

**RESTORING SERVICES – PHASE 1 (Manitoba.ca recovery document)**

Clients must maintain a distance of at least two meters, except when receiving service or for brief exchanges. All businesses will be required to limit occupancy to 50 per cent of normal business levels or one person per 10 square meters, whichever is lower. These requirements will be enforceable under public health orders.

**Guidelines:**

- Staff, patients or people attending with patients must use the self-screening tool before booking an appointment. <https://sharedhealthmb.ca/covid19/screening-tool/>
- Employees must stay home when ill with COVID-19 symptoms.
- Staff are given information about physical distancing.
- Entry into the business, including lines, are regulated to prevent congestion.
- Businesses must post external signs indicating COVID-19 physical distancing protocols, along with floor markings where service is provided or lines form.

- Businesses must maintain a single point of entry.
- Patients and people who may attend with patients are screened by telephone before an appointment is booked and are not given an appointment if they have COVID-19 symptoms.
- People identified as symptomatic should be instructed to call Health Links – Info Santé.
- Waiting room management strategies must be in place. Strategies should include waiting in car if possible, and physical distancing for those in waiting room. No more than 10 people may gather in common areas.
- Hand sanitizer is available at the entrance/exit for patient and staff use.
- Patients and people attending with patients must sanitize hands upon entry to facility.
- Work/service areas are sanitized after each patient.
- Washrooms have frequent sanitization and a regime for clinic sanitization is in place.
- Magazine racks and toys are removed and play areas in waiting rooms are closed.
- Patients may wear masks when receiving services, where possible.
- Cashless or no-contact payment should be used to the greatest extent possible.

**Step 6:** Consider workspace planning. Walk around your clinic – think of how you can build in physical distance and hygiene into your new clinical practices. Get creative:

- Can you stagger work hours to limit the number of employees in the building at one time?
- Are the surfaces in your building easy to clean?
- Consider access to clinic, systems, equipment, tools etc. when bringing an employee back to the clinic.

**Step 7:** Advise your patients that you are reopening by indicating what services are being offered (ie: Phase 1 - Emergency and Urgent dental care).

#### **Layoff and Recall Legislation - Manitoba**

- A lay-off is a temporary break in employment where employees are likely to return to work.
- Pursuant to the Manitoba Employment Standards Code and Employment Standards Regulation, if a layoff is longer than eight weeks (has now been temporarily suspended - see below) in a 16-week period, it is deemed a termination and the employee is entitled to notice (unless the employer: has applied to the director of employment standards for a different period).

A temporary layoff will not be deemed as a termination in the event that:

- The employee experiences regular/recurring layoffs which they knew about when they were hired;
- The employer continues to pay the employee's wages;
- The employer continues to make payments to the employee's pension or insurance plan; or
- There are applicable provisions in a collective agreement that deal with layoffs.

Employees with less than 30 days of service with an employer may also be dismissed without termination pay.

### **Temporary Amendments made due to COVID-19**

**Effective March 1, 2020, the 8 week period in MB is suspended and will not constitute a termination no matter how long it lasts provided that it is the result of COVID-19 and that the laid off employees will be recalled back to work once the COVID-19 crisis has subsided and economic activity picks up again.**

<https://www.gov.mb.ca/labour/standards/doc,terminate-employment-after-apr-30-07,factsheet.html>

There is no notice of layoff required in Manitoba and there is nothing stated in the legislation regarding recall requirement.

### **Unpaid, Job-Protected Leaves related to COVID-19**

On April 15, 2020, Manitoba amended the *Employment Standards Code* (Manitoba) to provide for a new public health emergency leave. Please see the related link for further information:

<https://www.gov.mb.ca/labour/standards/index.html>

### **Canada Emergency Wage Subsidy (CEWS) - Definitions & Eligibility**

#### **What is CEWS?**

CEWS is providing a 75% wage subsidy to eligible employers for up to 12 weeks, retroactive to March 15, 2020. This is to help businesses keep and return workers to their payroll through challenges caused by the COVID-19 pandemic. This will help position employers to more easily resume normal operations following the crisis.

#### **Who can access CEWS?**

- Eligible employers would include private corporations, non-profit organizations, and registered charities (other than “public institutions”).
- Not eligible: Governments, municipalities, First Nations Bands, Crown and municipal corporations, schools, school boards, hospitals, health authorities, public universities and colleges.

#### **Eligibility criteria for CEWS:**

- Companies must have seen a drop in revenue of at least 15% in March 2020 compared to March 2019 and a 30% decline in April and May 2020 compared to April and May 2019 respectively.

#### **How do I determine my revenue?**

- Employers can rely on average revenues earned in March 2020 and comparing to March 2019 or average of Jan/Feb 2020.

Qualifying Periods	Eligibility period for wages paid	Required Revenue Reduction	Periods for Comparing Revenue Reduction*
Qualifying Period 1	March 15–April 11	15%	March 2020 vs March 2019 or average of Jan/Feb 2020
Qualifying Period 2	April 12–May 9	30% (or qualified in period 1)	April 2020 vs April 2019 or average of Jan/Feb 2020
Qualifying Period 3	May 10–June 6	30% (or qualified in Period 2)	May 2020 vs May 2019 or average of Jan/Feb 2020

- If qualify for period 1, will automatically qualify for period 2 however will need to re-apply for period 3
- Pick a method and need to stick to the same method in determining revenue for subsequent periods.
  - Can choose to accrue accrual and cash accounting methods.
  - registered charity or tax exempt non-profit can exclude funding received from government funding when calculating current and past revenue
- An employer's revenue for this purpose is derived from its business carried on in Canada earned from arm's-length sources.

#### **Remuneration amount paid to employees:**

- The program will offer a wage subsidy of up to maximum benefit \$847 per week or \$58,700 annually per employee between March 15 and June 3. **Employees eligible for remuneration:**
- Legislation indicates any individual who is employed in Canada by the qualifying entity. (management, professionals, salaried, and hourly staff)
- For arm's length employees, individuals hired after March 15, 2020 are eligible
- For non-arm's length employees (related to one another) – can calculate the average weekly income in the first 10 weeks of 2020 – if receiving a low wage in the first 10 weeks, can't increase the compensation during the qualifying period. They must also have been on the payroll prior to March 15, 2020
- Not applicable to employee who were not paid for the 14 consecutive days during the qualifying period.

#### **Subsidy adjustments:**

- If employees are on a paid leave and not reporting to work, the employer can reclaim their portion of the EI and CPP from CRA
- Employers that apply to CEWS and have received the 10% wage subsidy, this amount will have to be adjusted for those employees now on the wage subsidy
- If there is a workshare agreement, the benefits received from employment insurance will have to be deducted in the calculation

#### **Misrepresentation of revenue:**

- Employers participating in artificial transactions to reduce revenues will be subject to a penalty of 25% of the value of the CEWS amount claimed, in addition to the requirement to repay in full the CEWS amount.

**Other considerations:**

- Subsidy amounts are included in the employer's taxable income
- Can apply for the subsidy any time before October 2020
- The names of employers who apply can be published

**Things to consider for CEWS:**

- Register for the CRA's "My business account".
- Set up direct deposit to receive subsidy payments.
- Gather monthly revenue and weekly payroll data.
- Apply online.
- Continuing paying wages and salaries – there is a calculator in the website to assist in computing the subsidy calculation (calculation takes in consideration, 10% wage subsidy and work-sharing benefit).
- Upon approval, the CRA to pay subsidy directly to employers.
- Need to show CRA proof of paying employee – need to break down weekly payroll amounts. – April 27<sup>th</sup> the portal will be open.

Please see link for more details:

<https://www.canada.ca/en/departement-finance/economic-response-plan/wage-subsidy.html>

**CEWS – Return to Work Considerations:**

**Items employers eligible for CEWS should consider when ready to return employees to full hours from an unpaid leave:**

1. If the employee has been placed on an unpaid leave and are in receipt of any type of paid benefit (EI or CERB), the employer has a couple of options to consider:
  - Offer to pay the employees retroactively to March 15 with the requirement that the employee pay back the benefit amounts received.
  - If able to hold off on the recall, recall them back to coincide with the remaining qualifying period (period 2 &/or period 3).
  - If employee is not willing to repay their benefits (EI or CERB) and employer is unable to hold off on the recall, recall them back, however, the Employer will only qualify for the wage subsidy in the eligibility period for which wages are paid, for the 4 weeks.
  - *Example: Employee is laid-off on April 12 and on an unpaid leave for 14+ days. Employer brings Employee back on May 1st. Employer will not get the subsidy in Period 2 even though paying wage for May 1 – May 9 as Employee was without compensation for more than 14 days from the employer for that qualifying period April 12 – May 9<sup>th</sup> and the Employee was in receipt of the CERB.*
2. If the employee has been placed on an unpaid leave for a period of 14 or more days in the past four weeks and the employee was not in receipt of any other benefits (EI or CERB) the employer cannot claim the wage subsidy for qualifying period 1. Option for the employer is:

- Offer to pay the employee retroactively back to March 15 to qualify for period 1 of the wage subsidy and hopefully subsequent periods. If only looking to qualify for the 2<sup>nd</sup> period, offer to pay the employee retroactively to April 12<sup>th</sup>.

**Items for employers who are eligible for CEWS to consider when not able to recall employees back to full hours due to shortage of work:**

1. Employers can consider placing their employees on a paid leave, this is to retain employees in having them return when able to recall them back. You can pay them retroactively to whichever eligibility period that you are hoping to apply for.
2. If able to apply for the wage subsidy, contact your employee and advise that they will be back on your payroll and determine what that salary will look like. This should be followed in a letter indicating they are on a paid leave.

<b>Canada Emergency Response Benefit (CERB) - Definitions &amp; Eligibility</b>
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**What is CERB?**

The Canada Emergency Response Benefit (CERB) is a new federal benefit. The CERB benefit may provide Individuals with income support who have stopped working temporarily due to COVID-19.

It will provide \$2000 per four week period for any worker who is out of work for 14 consecutive days in the first four week period and out of work completely in the subsequent four week periods or received regular EI benefits for at least one week since December 29, 2019 and are no longer eligible for EI benefits. This benefit will be available from March 15, 2020 until September 26, 2020.

**Who qualifies/eligibility:**

The CERB is available to any worker that has stopped working due to COVID-19 and does not qualify for other income supports or other paid leaves. This applies to any worker who, for reasons related to COVID-19:

- Is out of work due to:
    - Having been laid off (still have work but not getting paid because there is currently no sufficient work) or terminated;
    - Being sick, quarantined, in self-isolation or taking care of someone who is sick with COVID-19;
    - Being working parents who must stay home without pay to care for children who are sick or who require additional care due to school and/or daycare closures.
- OR**
- Is continuing to work but receiving less than \$1000 (before taxes) from employment or self-employment income per month (Part-time, contract workers – People who make less than \$1,000 per month due to reduced hours will also qualify)

**OR**



- Received regular EI benefits for at least 1 week since December 29, 2019 and are no longer eligible for EI benefits (Those who have recently run out of employment insurance, as of January 1st, 2020)

**OR**

- Are seasonal workers who have exhausted their EI regular benefits and are unable to undertake their usual seasonal work as a result of the COVID-19 outbreak;
- The CERB is broader than EI and covers contract and self-employed workers who may not qualify for EI.
- The CERB provides \$500 a week/\$2,000/month for up to 16 weeks/4 months.
- The Benefit is taxable, although tax will not be deducted at source. Individuals will be expected to report the Benefit as income when they file your income tax for the 2020 tax year.

### **Other Criteria**

The benefit will be available to employees/workers:

- Residing in Canada, who are at least 15 years old;
- Who have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI regular or sickness benefits;
- Who had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application; and
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment or self-employment income.
- The income of at least \$5,000 may be from any or a combination of the following sources: employment and self-employment. For those who are not eligible for Employment Insurance you may also include maternity and parental benefits under the Employment Insurance program and/or similar benefits paid in Quebec under the Quebec Parental Insurance Plan as part of the calculation for income.

### **How to Apply for CERB**

Applications started April 6th through one of two ways:

1) Online through CRA MyAccount: If you set up direct deposit, CRA has said payment can be expected in 3 business days from the completion of your application. Payment by cheque can be expected to take up to 10 business days.

2) Telephone: 1-800-959-2019 or 1-800-959-2041

- Any EI applications after March 15 where the applicant is also eligible for CERB will be automatically moved over to CERB.
- Individuals will be required to re-attest once a month to continue receiving CERB. More information is available at the following link:

<https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.htm>

**CERB FAQ Link:** <https://www.canada.ca/en/services/benefits/ei/cerb-application/questions.html>

**CERB Four Week Eligibility Periods for Applying & Re-Applying**

- Eligibility periods are fixed in 4-week periods.
- If your situation continues, you can re-apply for CERB for multiple 4-week periods, to a maximum of 16 weeks (4 periods).
- **If you start working again after you get a CERB payment**, and then stop working, you need to re-apply for the CERB. When you re-apply, you must confirm that for at least 14 days in a row, during the period you are applying for, you won't receive:
  - Employment income
  - Self-employment income
  - Provincial or federal benefits related to maternity or paternity leave

Week period cycle	Period dates
1	March 15, 2020 to April 11, 2020
2	April 12, 2020 to May 9, 2020
3	May 10, 2020 to June 6, 2020
4	June 7, 2020 to July 4, 2020
5	July 5, 2020 to August 1, 2020
6	August 2, 2020 to August 29, 2020
7	August 30, 2020 to September 26, 2020

**CERB – Return to Work Considerations:**

- When recalling an employee back to work, the clinic should inquire whether they are currently receiving CERB or not. Considerations:
  - If an employee has been paid for the period under CERB, they will only be able to earn up to \$1,000/month (before taxes) to continue qualifying for CERB.
  - If the employee earns more than \$1,000/month (before taxes), they will not be eligible for CERB.
  - If an employee is receiving the CERB benefit, the clinic must also be mindful that when recalling an employee back to work within their benefit period for CERB, the employee will

be required to repay the benefit. In this situation, the clinic can wait to recall the employee at a recall date that is outside of their CERB benefit period, however, the clinic is not obligated to do this where layoffs are temporary with the intent to recall employees back to work, once the clinic resumes operations.

- Provide a recall letter that will document the decision to return the employee back to work. The letter should indicate indicating the effective date of the return to work as well as confirmation of the position and hours of work.
- The employee and the clinic must track the days and hours worked so that payroll hours can be processed and paid out on the next scheduled pay run.
- The clinic would be required to be aware of any legislation within their jurisdiction regarding call in pay and scheduling of hours. Certain 'rules'/minimums may apply.
- An ROE would be required to be produced for any additional hours worked if the employee is laid off again.

### Employment Insurance - Definitions and Overview

Employment Insurance (EI) provides regular benefits to individuals who lose their jobs through no fault of their own. Employers may need to recall employees who were laid off prior to the COVID-19 pandemic, or who are seasonal workers. When employers recall these workers, the employer does not need to notify EI of the return to full duties, *it is up to the employee to advise EI*.

It is recommended that the guidelines found within the "Best Practice – Returning Employees to the Workplace" is followed.

Further information on Employment Insurance can be found at:  
<https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html>

### Questions/Answers

**Q: Will an employee still be eligible for CERB if I have to return them to work.**

**A: Potentially:**

- If an employee has been paid for the month/period under CERB, they will only be able to earn up to \$1,000/month (before taxes) to continue qualifying for CERB.
- If the employee earns more than \$1,000/month (before taxes), they will not be eligible for CERB and the employee may have to repay all or a portion of the CERB.

**Q: When recalling an employee from a layoff, can they refuse to return to work because of COVID-19 concerns?**

**A:** Formal discussions with employees who have stated they are uncomfortable returning to work due to COVID-19 should be scheduled to gain an understanding as to what specifically their concerns are. Other options such as working from home should be considered, if the position allows them to.

As an employer, you have an obligation to provide a safe working environment for your employees. If you have not done this, then an employee has the right to refuse unsafe work. However, if there have been no COVID-19 cases within the workplace, and if you have ensured that your workplace is safe to return to work, there would be no reason for the employee not to return to work. If the employee insists the workplace is unsafe, you may have to invite an Occupational Health and Safety Officer to enter your workplace to make a determination.

If your workplace is deemed safe, there are 2 choices you can make:

1. You can request the employee to come back to work and provide a reasonable timeframe to do so. A letter should be provided to the employee indicating they are being recalled back to work from their temporary layoff and failure to return to work on the date you have provided them will be considered *job abandonment* (a resignation), as of that date.
2. In a situation where a Safety Officer was not available due to a backlog of work as a result of COVID-19, and the employee still refuses to work even though the clinic has deemed it safe to return, the clinic could dismiss the employee for cause. However, it is highly recommended that an employment lawyer is contacted to eliminate any potential risk before such a decision is made.

**Q: Can an Employer claim CEWS in the same period that an Employee claims CERB? Ex. If the employer were to bring the employee back to work to earn up to \$1K/month?**

**A:** No. According to CRA, this is considered double dipping.

**Q: Can an employee refuse to return to work from a temporary layoff because they feel they would be making more on CERB?**

**A:** No. The intention of the CERB benefit is to provide income support to employees who have stopped working, temporarily, due to COVID-19. A layoff is considered a temporary break in employment where employees are likely to return to work, when work becomes available. The expectation is if there is work, the employee is expected to be at work, if recalled.

It is important that you are familiar with the employment legislation and if you are unclear as to the necessary steps to take, you should consult an HR professional or an employment lawyer.

Please note that it is important that you are aware that recalling an employee back to work may impact their eligibility and the employee may no longer qualify for CERB. Please ensure you are familiar with the CERB benefit before making any decisions and consult with either an HR Professional or seek legal advice.

**Q: What if an employee is not practising social distancing at the clinic?**

**A:** Recommendation would be to have a health and safety policy once employees return back to work outlining expectations and employees would sign off.

**Q: What if an employee has family issues that require accommodation?**

**A:** Employers do have a duty to accommodate up to the point of undue hardship. There are certain protected grounds and family responsibilities, childcare, health issues, whether it's their own or for a family member, those are all things that can trigger the employer's duty to accommodate. Employers need to take those requests more seriously and need to make sure that they are doing their due diligence to investigate: Is there a potential human rights aspect to this request? And is it reasonable to accommodate it in light of those unique circumstances facing that particular employee?

#### **Appendix A: Sample COVID-19 Health and Safety Recall Policy**

In an effort in continuing to provide a safe working environment, it is imperative that you not only follow all company measures that have been put in place to help minimize the spread of COVID-19 but you also adhere to all of the Provincial Government requirements to reduce the risk of exposure to COVID-19. It is everyone's responsibility to keep up with all Provincial Government Laws and Requirements pertaining to COVID-19.

All employees, in every position, have a role to play in taking reasonable care and action in the circumstances to protect the Health and Safety of employees under Occupational Health and Safety legislation. This obligation is that much more important in slowing down the spread of COVID-19 and minimizing its impact on the health-care system and in communities as the COVID-19 pandemic evolves.

<Enter clinic name> is doing our very best to try and support all of our employees during this unprecedented time and in adhering to all Government directives. We are diligently trying to stay up to date with the current recommendations from our government and the Manitoba Dental Association in order to manage the spread of COVID-19 in the workplace and our community.

<Enter clinic name> has taken the following measures to ensure all employees are well informed and are taking every precaution to protect themselves, co-workers, and customer/patients:

- We have < Enter details>. *Examples:* locked our doors to limit access to persons wanting entry to our building without prior approval or vetting. A sign with a number to contact is posted on our door for patients wanting access. Patients will need to use the self-screening tool before booking an appointment.

- <We have placed an additional signage on our office doors, denying access to anyone who feels they do not meet the criteria as stated (symptoms, travel etc.)>
- <Social Distancing is a requirement as applicable. All employees who enter the workplace to perform work will be educated as to what that means.>
- <We are posting daily updates from the Government on all of our Health and Safety Bulletin Boards. >
- <Our office managers and dentists are frequently assessing our PPE stock (ie: masks, hand sanitizers, hand soap and surface disinfectants so we can ensure full access to these items.>
- <All employees are expected to maintain all protocols with respect to handwashing and respiratory etiquette.>
- <Enter clinic name> shall maintain routine disinfection and cleaning protocols.

Public health officials are strongly urging anyone who has cold or flu-like symptoms, such as a cough, fever, runny nose, sore throat, fatigue, weakness or headache, to self-isolate for 14 days.

To this effect if any of the following apply to you, you will be required to notify <enter name/position> immediately. We will require you to begin a self-isolation of 14 days starting the same day that the clinic was notified of your situation.

If any of the situations apply, you are not to come to work and you must notify your supervisor immediately.

- Have personally travelled outside of the Province
- Live with other persons who have recently traveled back from locations outside of Canada
- Have been notified by a government agency you or someone you live with may have been in contact with someone who tested positive for COVID-19
- Live with persons who are currently on self-isolation due to travel
- Live with persons that are experiencing any of the above symptoms

Employees, who have been required to complete a 14 days self-isolation due to any of the reason above, will be required to check in daily. A company designate shall be assigned to you along with a time to check in. If for some reason you are not able to check in, to the best of your ability, have someone available to update the clinic of your status.

Unnecessary travel outside of Manitoba is not being recommended. The office will require you to inform your supervisor if you are travelling outside of the Province. Employees who travel outside of the province and or country after the Government has issued any no travel advisories, will be subject to a mandatory 14

day isolation from work, without pay, from <enter clinic name>, if you choose to travel. This is to protect your fellow employees/coworkers. Employees are reminded to always ensure all employees are following government expectation as to protect the health and safety of employees.

All employees are required to complete your Provincial Screening Tool on a daily basis before entering the workplace, and follow the recommendations provided from the screening tool.

If you do not have internet access, you can also contact Health Links, or call your primary care physician, or visit a COVID-19 assessment centre.

If you are experiencing symptoms of COVID-19 please call **Health Links** directly at the contact information above, to obtain information about whether you should be tested as you may need a medical referral to attend one of the testing sights.

All employees will still be required to follow the absenteeism protocol should you be away from the workplace for any reason.

Anyone that is found to be in violation of any Health and Safety Policy, Procedure, Guideline and/or protocol as it relates to COVID-19, will be subject to progressive disciplinary action just the same as with any other violation of our Health and Safety processes.

If you have any questions or comments, please reach out to your immediate supervisor/dentist directly.

All employees will be required to sign off on this policy. A copy will be placed in your personnel file.

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Employee Name (printed)

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Date

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Employee Signature

#### Appendix B: Sample Return to Work Letter

Dear XX,

As we have communicated to you via <phone/voicemail>, we are pleased to inform you that we are recalling you to employment effective <enter date>.

You will be able to return to your same position as <enter position title>. You are expected to return to work on <enter date> at <enter start time>. Your <hourly wage/salary> and hours of work will remain the same.

**OR**

We are pleased to notify you that limited part time hours are now available for you and are recalling you back to work. You are expected to return to work on **DATE at TIME**. You will be paid at the hourly rate in your employment agreement.

**OR**

You will return to an alternate position of **<job title>** with the intention to return you to your previous position at a later date yet to be determined. You are expected to return to work on **<enter date>**. Your hourly wage/annual salary will remain the same. **OR** Your hourly wage/annual salary will change from **<XX /hour /\$00,000>**, to **<XX /hour /\$00,000>**. This compensation change is temporary and you will go back to your regular compensation once regular clinic operations resumes. These decisions will not have an impact on your general employee benefits.

**<If applicable>** We understand that you may be receiving the Canada Emergency Response Benefit. If this is the case, please notify us within the next 48 hours. On April 15, the federal government announced that people could earn up to \$1000 per month and still receive CERB payments. We do not want to jeopardize your entitlement under CERB and want you to continue to receive the benefit. We will schedule your hours so that you earn under the \$1000 monthly threshold.

**OR**

**<if applicable>** We understand that you may be receiving the Canada Emergency Response Benefit. If this is the case, please notify is within 48 hours. We do not want to jeopardize your entitlement under CERB and are willing to work with you so that you continue to receive the benefit and will consider adjusting your schedule accordingly.

**OR**

**<If applicable>** Understand that you may be receiving the Canada Emergency Response Benefit. If this is the case, please notify us within the next 48 hours. Working within your qualifying period will affect your eligibility for CERB and you will be required to repay benefits.

The safety and health of our employees is a top priority. We are taking several efforts to reduce transmission of the virus among employees, sustain healthy clinic operations, and maintain a healthy work environment. This includes: **(choose as applicable/ refer to Step 6 Guidelines)**.

- Encouraging sick employees to stay home
- Implementing flexible and supportive policies and practices
- Establishing practices which support social distancing such as: limiting the number of people and patients in the office and have introduced social distancing circles.

Failure to return to work as stated above will be considered a voluntary resignation. You will not be eligible for severance payments and your ROE will be amended to reflect that you have resigned. **<if applicable>** This may make you ineligible for CERB benefits.

You will be given 48 hours to respond to **<your immediate supervisor/dentist>** with your intention to return to work on this date, **<enter date>**, and to discuss any questions you may have.

If there are any personal circumstances which prevent you from returning to work on your date of recall, please contact me at **[Phone and/or Email]** so we can discuss your situation and appropriate next steps.



We look forward to your return to work and our continued working relationship!

Sincerely,

NAME

## Appendix C: MDA Statement on Emergency and Urgent Care Related to COVID-19 Response

The following updated guidance provides direction on the provision of emergency and urgent dental care.

### **INFECTION, PREVENTION AND CONTROL**

Emergency and urgent dental care should be performed in accordance to the most recent version of the Interim IPC Guidelines Related to COVID-19 Management.

This can be found at <https://www.manitobadentist.ca/covid-19-updates.cfm>

### **WHAT IS AN EMERGENCY?**

Emergency treatment only includes treatment due to a significant infection, acute pain that cannot be managed pharmacologically, oro-facial trauma or prolonged bleeding all of which, as a result, require immediate care.

### **WHAT IS URGENT CARE?**

In dentistry, urgent care focuses on the management and treatment of conditions that require immediate attention due to a known or suspected malignancy; severe pain; infection or risk of infection, which may include:

- severe dental pain from pulpal inflammation
- pericoronitis or third-molar pain
- surgical post-operative osteitis, dry socket dressing changes
- abscess or localized bacterial infection resulting in localized pain and swelling
- tooth fracture resulting in severe pain, pulp exposure or causing soft tissue trauma
- dental trauma with avulsion/luxation
- final crown/bridge cementation if the temporary restoration is lost, broken or causing gingival irritation
- replacing a temporary filling in an endodontic access opening for patients experiencing pain
- removal of broken appliances or clipping/adjusting an orthodontic wire piercing or ulcerating the oral mucosa
- removal of fixed orthodontic appliances that are not self-limiting and can result in significant irreversible issues.
- treatment required before critical medical procedures can be provided
- suture removal
- TMJ dysfunction management and procedures
- denture adjustment on radiation/oncology patients
- denture adjustments or repairs when function impeded

**WHAT IS NON-URGENT CARE?**

In dentistry, non-urgent care is the provision of routine or non-urgent procedures, including:

- recall examinations and routine radiographs
- routine dental cleanings and preventive therapies
- extraction of asymptomatic teeth
- restorative dentistry of asymptomatic carious lesions
- cosmetic dental procedures, including teeth whitening.

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**Should you have any other questions or need more information please contact People First HR Services HR On Call line # is 1.866.899.1340 or email at [hroncall@peoplefirsthr.com](mailto:hroncall@peoplefirsthr.com).**

HR On Call is available to MDA members at a cost of \$60/month to answer any HR questions related to COVID-19 or other HR issues.