



**COVID-19 Update for CDHA members**  
**April 24, 2020**

**CDHA is Here to Help**

Read our latest updates: [www.cdha.ca/safetyalerts](http://www.cdha.ca/safetyalerts)

Email us: [alerts@cdha.ca](mailto:alerts@cdha.ca)

Dear member,

**Details on the Canada Emergency Wage Subsidy (CEWS)**

In our continuing efforts to advocate for, and support our members, CDHA and the Canadian Dental Association (CDA) continue to share information and collaborate regarding the Canada Emergency Wage Subsidy (CEWS).

Dental and dental hygiene offices whose business have been affected by COVID-19 can apply for the CEWS when the application portal opens on Monday, April 27th. Employers may be eligible for a subsidy of 75% of employee wages for up to 12 weeks, retroactive from March 15, 2020, to June 6, 2020.

More information on the eligibility and application process is available [here](#).

Government officials anticipate having 90% of applications processed by May 5th with cash flowing shortly after.

While CDHA recognizes that many dentists and independent dental hygienists may not be in a position to take advantage of this wage subsidy, we know that some will be interested.

Dental hygienists do **not** have to be actively working to be eligible for the wage subsidy. While dental hygienists are not able to provide dental hygiene treatment, they can be proactive, maintain relationships with clients, and help to ensure a successful transition to re-opening the office.

THE CANADIAN DENTAL HYGIENISTS ASSOCIATION  
L'ASSOCIATION CANADIENNE DES HYGIÉNISTES DENTAIRE

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info@cdha.ca Toll Free 1-800-267-5235 www.cdha.ca

Possible tasks include:

- Developing a strategy to manage the dental hygiene schedule once the office re-opens.
- Making care calls to clients to answer any questions about their oral health to help maintain a relationship during office closure.
- Educating clients on the importance of oral health and maintaining contact during the period of social distancing.
- Educating clients on the importance of resuming regular visits after the period of social distancing.
  - Making a list of clients who have not been seen in the last 12-36 months. These clients can be contacted once a date is set to re-open, or later depending on the schedule.
  - Taking online courses and webinars to improve their practice. Topics include continuing education, office management, software use/training, etc. Visit the [CDHA website](#) for available resources
  - Evaluating the office and supplies to determine what changes will need to be made, managing inventory, office cleaning, etc.

## **Resources for Client Care During Office Closures**

CDHA recognizes the need to maintain the relationships between clients and their dental hygienists. Watch for these resources that will be available next week, including:

- Tip sheet: Self-Care for Clients during COVID-19
- Video and tip sheet: How to Have Care Calls with Clients (for the dental hygienist)

## **COMING SOON: Professional Development From the Vault**

On May 1, CDHA is re-releasing a selection of 6 free webinars. Topics include cannabis, product hazards, and dental implants. Once you register, you will have up to one year to access the content. Get ready to crack open the vault!

## **New Course Offering**

Unfortunately, family violence is prevalent in our society. CDHA is proud to offer *The VEGA Family Violence Education Resources*. The VEGA (**V**iolence, **E**vidence, **G**uidance, and **A**ction) Project was developed at

McMaster University in collaboration with 22 health organizations, including CDHA. It provides educational resources to address the needs of those who may have experienced family violence. Dental hygienists are in a unique position to identify signs of abuse and offer assistance. Upon completion of the *VEGA Family Violence Education Resources*, the dental hygienist will be better able to recognize and respond safely to family violence. *Please go to CDHA's [Course Library](#) page for more details.*

### **Service Canada Contact Information**

CDHA has heard numerous stories of dental hygienists waiting on hold for hours, or not being able to get through at all, when they are trying to contact Service Canada. The federal government has provided an online service request form. Please go to [Service Canada-Request Form](#) for more details. Reports from users state they receive a return call within 24-48 hours.

CDHA will continue to provide updates as they become available.

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**Please be well and take care of yourselves in this difficult time.  
Everyone can do their part to slow COVID-19.**