



Questions 1 through 15 received the during the solicitation period.

Question 1: In an event the terms of agreement might need to be modified, is there some kind of feedback process between the parties?

Answer 1: Generally the dentist and Chief of Health Services work out any modifications as long as the hours of service are met and the time is within the hours of operation.

Question 2: Have there been any incidents where a dentist has been threatened by an inmate, or felt insecure to such a degree that the contract had to be terminated?

Answer 2: No

Question 3: What measures are taken in the event of threats made against the dentist/assistant? Are the incidents recorded and reported to the police?

Answer 3: There is a security officer in the department and if there is a problem they will remove the offender. The dentist has an emergency call system that he/she carries with him. When the button is pushed in an emergency situation every available officer runs to the area. Therefore if the dentist feels threatened they can push the button for help. You can report an incident to the police if you want to.

Question 4: Are there any precautions taken to protect the contractors for CSC from unwanted contact, harassment and threats in the community?

Answer 4: Offenders do not have the means to make a telephone call anyone unless approved by their parole officer. We have no control over those offenders in the community.

Question 5: Will there be a guard present during each dental visit to ensure a safe working environment?

Answer 5: The security guard controls the offenders coming into the Health Services department. The offender is patted down on entry. The security guard is not in the actual room with the dentist and offender

Question 6: Who determines the work hours/days for the providers?

Answer 6: This is part of the contract.

Question 7: Are there any restrictions to the number of hours the dental team can work during a given day? (Eg. must vacate the premises by 6pm) Is there a min/max number of hours a dental team can work?

Answer 7: Yes. Health Services is open 0700 to 1800 hours. However, the offenders are not available to the dentist between 1615 and 1730hours for security reasons. Depending on the abundance of security guards, offenders may not be available from 1130 to 1300 hours. Generally the dentist can work through some of the lunch hour.

Question 8: What was the average number of hours worked by the previous contractors in the past few years. (Would like to get an understanding of how busy it may be.)



Answer 8: The Dentist worked 7.5 hours twice a week with the occasional third day a week.

Question 9: In an event that the provider is unavailable for a period of 1-2 weeks due to illness or vacation, is the replacement team required to work the same number of hours/days, or can they come in once a week to deal with emergencies only?(Provided that the original provider makes up the missed hours prior to, or after the period of absence).

Answer 9: Yes

Question 10: In an event of an anticipated absence (ie. vacation), is there a provision to make up the required work prior to or after the period of absence in lieu of providing a replacement?

Answer 10: Yes

Question 11: In the case a replacement is required on short notice (ie. illness), how would the security clearance be handled?

Answer 11: The Substitute would have to have a security clearance already in place.

Question 12: What happens to the contract in the case the provider cannot return to work due to a disability resulting from an accident or serious illness, and a long term replacement cannot be found by the dentist?

Answer 12: The contractor would be in breach of contract which would result in termination of the agreement.

Question 13: How are dental emergencies managed currently during the period when the dentist is unavailable (ie. weekends)?

Answer 13; The nurses have a standing order for antibiotics if needed and the offender is booked in to see the dentist the next visit.

Question 14: What are some examples of limitations with respect to practice as referred to in Section 14.1, paragraph b,(page 26)

Answer 14: There is a list of procedures attached to this RFP that limit the dental work done. For example, there are only certain teeth that root canals can be done on. No implants.

Question 15: Are there any existing guidelines created by CSC for the use of medical and dental contractors with respect to prescribing potentially addictive medications.

Answer 15: Yes in this category only Tylenol #2s or #3s is ordered for pain. The dentist orders medications such as Ibuprofen or Tylenol extra strength.