

WELCOME BACK LETTER

Life has been anything but normal this spring and we sincerely hope you and your family are in good health. We are happy to inform you that we are now able to provide dental care once again for you and your family. The Ministry of Health has lifted the restrictions placed back in March. While many things have changed since then, one thing has remained the same: our commitment to your health and safety.

Our office has always followed strict infection control standards and in order to keep us all protected during this pandemic and in the future, we have updated our protocols. When we see you at your next appointment, things will be a little different.

- We will ask some screening questions before your appointment and you will be asked those same questions again on the day of your appointment. We are trying to be environmentally friendly and safety conscious by limiting the amount of paperwork being handled by patients and staff and so we ask that you complete these forms electronically if at all possible.
- You will be asked to wait outside our office or in your car and call/text us when you arrive and then wait for a call/text back to let you know when you can enter the office. We request that only people getting treatment come to the office. The only exception are parents of young children and caregivers for those with disabilities.
- We have hand sanitizer that we will ask you to use when you enter and leave the clinic. There are more dispensers around the office for you to use as needed. We will also be taking your temperature when you enter our clinic. We maintain a log of everyone who enters our office.
- Our waiting room will no longer offer magazines or children's toys since those items are difficult to fully disinfect. Also, seating has been limited to allow for physical distancing.
- Appointments will be spaced out to allow for physical distancing between patients. That might mean less flexibility for scheduling your appointment, but it will also reduce the number of patients in the reception area/front office at any one time.
- We have redesigned the front office to protect our staff. This includes placement of Plexiglas shields at the front desk.
- We will be wearing more protective gear-such as masks, face shields and gowns-than we normally do during your visit.
- Every treatment room has an air filtration unit with a medical grade HEPA filter and ultraviolet light designed to kill bacteria and viruses.
- Every treatment room has a door which will be closed whenever any aerosol generating procedures are being carried out in the room in order to minimize exposure for people outside of the room. (We have had these doors in place since our clinic opened.)
- In trying to limit the number of items being physically handled by patients and staff, we request that payments be made using debit or credit cards as opposed to cash or cheque. Our point of sale terminal offers a tap feature for transactions up to \$250 or whatever your personal card transaction limit is.

Rest assured, all these procedures are designed to create the safest environment for you, other patients, and our team.

We look forward to seeing you again. If you have any questions, please let us know. To make an appointment, please call our office rather than coming in personally.

Thank you for your patience and loyalty throughout this time. We value your trust and look forward to welcoming you back!