

Dear Patient:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety. Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe. Our office follows infection control recommendations made by the Ontario Dental Association (ODA), Public Health and Royal College of Dental surgeons of Ontario (RCDSO). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff.

For example:

- Our office will communicate with you beforehand to ask some screening questions. There is a form posted on the website that you can email to us ahead of time. You'll be asked those same questions again when you are in the office.
- Please have a hand sanitizer to use before and after you enter the office alternatively you can wash your hands after entering. It is essential to wear a mask before entering the office and in the waiting area.
- We have limited seating in the waiting room so you are requested to come alone for your appointment. Only one other person may accompany children and those needing assistance. You may see that our waiting room will no longer offer magazines, TV remotes, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. You may have to wait in your car or outside until your appointment time or until we call you.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time. We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at office number or visit our website at web address. Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.