

To our Dear patients,

We are excited to have the opportunity to welcome you back! We miss you greatly and are continuing to find ways of connecting with you regularly and being available for you in any way possible as we get ready for opening the practice beyond emergency appointments. We have been working diligently to replenish our supplies so that we are ready with a new schedule that ensures the safety and comfort for both team and patients, as we return to full care and service.

At Shaughnessy Dental, we are continually focused on the health and well being of our team and our patients. To ensure a safe and healthy environment for everyone, we have followed the direction of the BC Center for Disease Control and the College of Dental Surgeons of BC by implementing the following protocols and have also identified some ways in which you can help do the same.

### ***What We Are Doing:***

- We will be reviewing screening questions with each patient on the phone prior to your appointment and again when you arrive for your appointment. These questions will also be asked of each staff member prior to their shift.
- Every staff member and patient will have their temperatures taken upon arrival.
- Physical distancing will be maintained in the reception area.
- Hand sanitizer will be available throughout the office.
- We've removed magazines and toys which can harbour and transfer germs of any kind.
- Each patient will be asked to do a hydrogen peroxide rinse before treatment.
- Each team member will be wearing enhanced personal protective equipment (PPE). The clinical team members will change out their PPE for each patient.
- Additional time has been scheduled between appointments for a thorough and deep cleaning of the treatment room.
- Disinfection of all "touch" surfaces (eg. light switches, door handles) multiple times a day.
- Ambient air management with medical grade HEPA air filtration units with UV technology to remove germs from circulating air.
- We are implementing special appointment times for our most vulnerable patients.
- We are offering special appointment times for patients to condense multiple appointments into one block to limit the number of times required to come into the office.
- Offering new financial arrangements to help ensure affordable care.

### ***What You Can Do:***

- Use the hand sanitizer station at the front door prior to check in.
- Please ensure you are wearing a cloth or medical mask upon arrival. If you don't have one, we are happy to provide you with one.

- Please leave family members at home to limit the number of people in the practice.
- If you have a fever, feel sick or display any COVID-19 symptoms, please let us know. We will be happy to reschedule your appointment.
- Maintain social distancing with 6 feet or more between other patients and our front office team. We will provide signage to ease any confusion.
- When you arrive, call us from your car. We will let you know when we are ready for you and you can avoid the reception area and go straight up to a clean and sterilized room.
- Tell your friends and family about your visit. We will provide the same healthy environment for them to have any necessary treatment completed.

We will continue to reach out and update you on a regular basis through various forms of contact. If you have any dental concerns or require any dental treatment, please don't hesitate to contact us.

Thank you for being our patient! We value your trust and loyalty and look forward to welcoming back our patients, neighbours, and friends.

Stay safe,

Your Shaughnessy Dental Team