

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 is 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 Royal College of Dental Surgeons of Ontario (RCDSO), the Public Health and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. Our sterilization area maintains an open concept to allow you to be able to see exactly the process of “dirty to clean” that we follow. Since the opening of our practice we have only used reverse osmosis filtered water in the whole office and that includes the water that goes through our dental chairs.

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:

1. Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you come for your appointment. Your temperature will be taken as soon as you enter the office. If it is 38C and higher we will kindly ask that you reschedule your appointment.
2. We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
3. You may see that our waiting room will look a little bit different. We have
 - Limited the amount of people in the waiting room at any time
 - Limit chairs available to sit
 - Plexiglass placed in the reception area
4. We will try and book families together to minimize exposure. Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
5. 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.
6. We have hired HVAC experts to measure the air quality in our office and we have installed medical grade HEPA filters in our office at strategic locations to make sure air is filtered appropriately.
7. We have purchased a professional fumigator which we will use to disinfect each treatment room and high traffic areas of the office

In the next few weeks we will be contacting each and every one of you to properly schedule your appointments. 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. If for some reason we don't get you on the phone and if you would like to make an appointment, please call our office at 905-605-9001 or visit our website at toothconnectiondental.com where you can message us directly for an appointment.

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

Sincerely,

Dr. Rachel Kitsopanidi and the Tooth Connection Dental Team