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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.**

Our office has always followed strict infection control standards as mandated by the Royal College of Dental Surgeons of Ontario (RCDSO), in conjunction with Public Health Ontario's IPAC guidelines. Both agencies are in alignment with the Centers for Disease Control and Prevention and the Occupational Safety and Health Administration. In response to the COVID-19 pandemic, we have added additional protocols in order to protect our patients, our staff, and our community. When we see you at your next appointment, things may be a little different.

- The office building will have signs posted reminding you to practice physical distancing (including a maximum of two people in the elevator at a time).
- Our office will contact you before your appointment to ask some screening questions. You will undergo the same screening again when you arrive in the office on the day of your appointment.
- Our staff will take your temperature at the start of each visit, even if you are feeling well. This information adds a layer of protection, as an elevated temperature could indicate that you might be pre-symptomatic.
- We will ask that you wear a mask that covers your mouth and nose to the office and that you use the provided hand sanitizer when you enter the reception area. You will also find hand sanitizer dispensers throughout the office for you to use as needed.
- Our waiting room will no longer offer magazines, the daily newspaper, children's toys, and other common-use items that are difficult to fully disinfect. We have also reduced the number of chairs in the room.
- Appointments will be spaced out to allow for physical distancing between patients. This may limit our flexibility when scheduling your next appointment, but it will also reduce waiting times on the day of your appointment, as well as the number of patients in the reception area at any one time.

- We have installed a physical plexiglass barrier at the reception desk to protect both our patients and our administrative staff and to help maintain physical distancing.
- We have added additional gear to our standard complement of personal protective equipment, such as respirators, face shields, and gowns.
- We are installing a medical-grade air filtration system in the office. It is a six-stage filtration and sterilization process that filters out bio-aerosols, bacteria, viruses, allergens, etc. An individual self-contained unit will be installed in each operatory, in addition to a larger unit that covers the rest of the office. *Surgically Clean Air* means a healthier breathing environment for everyone in the office.

Rest assured that all these additional procedures are designed to create a safe environment for you, other patients, and our team.

We have been hard at work during the past weeks researching the abundant literature on the Sars-CoV-2 coronavirus that causes COVID-19 and preparing our practice for a gradual safe return. We may need to augment or adjust some of our new protocols based on any changes to the RCDSO guidelines. Please refer to our website at [www.doctorjay.com](http://www.doctorjay.com) for any updates. We are happy to answer any questions you may have about the steps we are taking in our practice to keep you, and every patient, safe.

We ask for your patience as we triage emergency care and more urgent treatment ahead of elective treatment. Hygiene appointments will be phased in starting with a reduced schedule. With the incredible backlog of appointments that we are dealing with, and to help everyone receive the care they need, we ask that you please make every effort to avoid cancellations, except for reasons of illness. For any appointments that had to be cancelled, you will be hearing from us in the coming weeks for rescheduling. To make a new appointment, please call our office at (416) 968-2112.

We value your trust and loyalty and are looking forward to welcoming you back to our office!

Sincerely,

Dr. Jay Malowany and Team