



May 29, 2020

Dear Patient,

We hope this letter finds you, your friends and families all healthy and doing well. The world has been through a life-changing period, and we are all hoping to return to some sense of normalcy soon.

While many things have changed, one thing has remained the same: **our commitment to your health and safety.**

Infection control is always a top priority for our practice. The commitment to ensuring a safe, yet comfortable environment is paramount to top quality orthodontic care. As our office opens for the first time since closure due to COVID-19, we are taking this time to educate our patients on the new infection control procedures we are now following.

The infection control protocols we follow are made by Public Health and the Royal College of Dental Surgeons (RCDSO). These agencies ensure that we are up to date with all current to any new rulings or guidelines that are issued, as dynamics change quickly.

The New Infection Control Procedures

You are required to provide the following items:

- **Consent Form:** We have emailed you a consent form that must be signed and returned back to us (emailed or hard copy).
- **Face Mask:** Before arriving at your appointment, you are required to be wearing a face mask. *Failure to provide your own mask will result in canceling and rescheduling your appointment.*
- **Preparation:** Our waiting rooms, drink stations, brushing stations and public washrooms are closed. Please come prepared with teeth already brushed.

Appointment Arrival Steps

- 1. Please do not enter the office until you have texted us at 289-236-5726** to let us know you have arrived. We will respond confirming for you to enter the office and to come equipped with your face mask and consent form.
2. Once you are greeted at the door, you will be given hand sanitiser and your temperature will be taken. You will be asked a few questions in regards to your health for COVID-19 screening purposes. Then we will escort you to your seat.
3. Once you are finished, you will be escorted out. You will be emailed with a new date for your next scheduled appointment. If the next scheduled appointment doesn't work for you, email us back so we can reschedule a new date for you. We are still limited on the type of appointments we can do. ALL appointments are currently being booked as an adjustment for braces patients.

Note: *We will be restricting the number of people coming to an appointment with the patient, limiting it to one (1) parent only and only if the patient is under age or needs assistance.*

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. Thank you for being our patient. We value your patience as we work through all of these changes, and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

TriCity Orthodontics Team