

We hope this letter finds you and your family in good health. Our community has been through a lot these past few months, and all of us are looking forward to resuming some semblance of 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 much of this during your previous visits to our office. Our infection control protocols are made so that when you receive care, it's both comfortable and safe for both patients and staff. Alberta dental offices already have the most stringent infection control procedures in the world but we want to tell you of some additional measures we have taken in response to stage 1 of the Alberta Relaunch Strategy.

You will notice some changes during your next appointment. Be assured that these changes are made to keep everyone safe, healthy, and limit the spread of COVID-19. For example:

- Our office will communicate with you beforehand to ask standardized screening questions. You'll be asked those same questions when you are in the office.
- Having to wait in your car until your appointment time (please call when you arrive).
- Hand sanitizers for use before and after your appointment.
- Screening and temperature checks prior to your appointment.
- Waiting room chairs arranged to allow for social distancing. Toys, magazines, and so forth are difficult to sanitize and have been removed.
- Appointments will be managed to allow for social distancing between patients. This may mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you.
- Clear barriers at the reception desk.
- Additional personal protective equipment (PPE) for staff.

We look forward to seeing you again and are happy to answer any questions you may have about the steps that we are taking to keep both our patients and staff safe in the practice.

Thank you for being our patient. We truly value your trust and loyalty and look forward to welcoming you back to our practice.

Sincerely,

Dr. David Jou and Staff