

COVID-19 update

Good afternoon,

We hope that everyone is doing well during this difficult time.

Last week, BC announced that phase 2 of BC's restart plan will begin on May 19th. Dental services are included in this phase. This is very good news! Most of our team is back in the office, preparing for re-opening. We know that many of you have been anxious to get things moving, and we really appreciate your patience during this time.

The College of Dental Surgeons of BC and WorkSafe BC have specific requirements set out through the BC Ministry of Health that will need to be in place prior to re-opening. The guidelines are intended to ensure a safe office environment. We have implemented protocols to go above and beyond the required guidelines. To allow a smooth transition back to work, we will be running at a graduate capacity for the near future.

Despite the government announcement that dental services can resume on May 19th, this will likely not be the case. We are opening on May 21st only to see emergency patients from the period of closure. On May 26th, we will begin our new "normal." We will be contacting hygiene and restorative patients to reschedule the appointments that were cancelled due to the closure in March. To ensure safe social distancing, we are developing protocols for your next visit and the following precautions will be put in place:

1. All team members will complete daily temperature checks and self-assessments for the COVID-19 symptoms. Appropriate testing and isolation guidelines will be followed in the event one of our team members becomes ill.
2. If you are ill or have been feeling symptoms of a severe illness, you must reschedule your appointment.
3. All team members will have appropriate PPE for each visit.
4. For every patient, we will screen in advance for COVID-19 symptoms, including completing a COVID-19 questionnaire, and upon arrival, the patient will have a contactless temperature check done. All patients will be required to use hand sanitizer upon entry to the clinic. If we have concerns regarding the questionnaire or temperature check, we reserve the right to reschedule your appointment.
5. To ensure social distancing, appointments will be scheduled lighter and longer than usual to avoid too many people being present in the office at one time.
6. Between each patient's visits, we will continue to clean and disinfect all surfaces in all operatories and waiting rooms and maintain strict sterilization standards.
7. Every operator is equipped with air scrubbing units to reduce aerosols.
8. Upon booking or arrival, you may be asked to wait in your vehicle.
9. In the reception area, chairs will be spaced apart to ensure social distancing.

10. We ask that only patients come into the office for their appointment. For children under 12 or patients with disabilities, one parent or guardian may attend but would ideally wait in their vehicle until the appointment is over. Written updates outlining what took place at the visit will be issued to each patient attending an appointment without a parent present.
11. Before treatment is started, patients will be required to rinse with 1% Hydrogen Peroxide to reduce potential viral load.
12. Please bring only what you need. Do not bring large purses, backpacks or other items.
13. At this point in time, hygiene appointments will be hand scaling only, with no polishing, to avoid aerosol production.

As always, our goal is to provide you with the best dental care in the safest way possible. Please continue to be patient while we work diligently to reschedule all appointments.

Thank you.