

COVID-19 SAFETY PROTOCOLS

Our office has always followed strict infection control standards. However, in order to keep us all protected during this pandemic and in the future, we have updated our protocols for everyone's safety. When we see you at your next appointment, things will be a little different. We hope this list will help you prepare for the changes:

- We will ask some screening questions before your appointment and you'll be asked those same questions again when you're in the office. Your temperature will be taken with an infrared thermometer.
- When you arrive, please wait outside the office or in your car. Please call us to let us know you are here and we will let you know if it's clear to enter. If not, wait for a call back to let you know when you can enter the office.
- Please arrive wearing a facemask (a fabric one is fine). We will ask you to wear this mask the entire time in the office, other than when we need to work in your mouth.
- Please use Hand Sanitizer as soon as you enter the clinic and before leaving. Please wait at the "screening area" at the sanitizer station and a Greeter will meet you there.
- Our waiting room will no longer offer magazines, children's toys or coffee center since those items are difficult to fully disinfect. There are only two chairs for seating. We intend to escort you immediately into the treatment room.
- Appointments will be spaced out to allow for physical distancing between patients. That might mean less flexibility for scheduling your appointment, but it will also reduce the number of patients in the reception area at any one time.
- There are plexiglass shields at the front desk and distance markers on the floor. There is a "one way" path in and out of the office. Please do not walk the path on your own, you will be escorted by a staff member.
- We are trying to make your paperwork as contactless as possible. Please bring your own pen for signing consent and billing papers. We are encouraging contactless payments with credit, debit and online secure payments through our website. We are asking you to avoid paying by cash or cheque.
- We are encouraging bathroom use to be limited to home, if possible.
- Visitors will not be allowed into our office. In the case of a child, only 1 parent will be allowed it and there will be no in/out privileges during the appointment.
- We are wearing more protective gear – such as respirator masks, face shields, gowns – than we normally do during your visit.

We have gone beyond the minimum requirements for everyone's safety. Rest assured, all these procedures are designed to create the safest environment for you, other patients and our team.

