



We hope this letter finds you and your family safe and healthy. Our global and local communities have 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 has always been a top priority for our practice, as you have experienced during all your previous visits to our office. This commitment to ensuring a safe, yet comfortable environment has been paramount to top quality orthodontic care. In light of current events, we want to tell you about the infection control procedures we currently and will continue to follow in our practice to keep patients and staff safe.

Our office follows infection control protocols made by the College of Dental Surgeons of BC, BC Centre for Disease Control, Provincial Health Officer and WorkSafe BC. We follow the activities of these agencies so that we are current to any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures adhere to the regulations outlined, as dynamics change quickly.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you before your next appointment to explain changes in our patient sign in process and clinical procedures. We will also be reviewing with you a screening questionnaire. You will be asked those same questions again when you are in the office.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- You will see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. This will mean that you are offered fewer options for scheduling your appointment.
- Only the patient may enter the clinic unless a young child requires accompaniment by a parent.
- Increased disinfection of common areas and high-touch surfaces.
- Washroom and toothbrushing stations are closed.
- New Personal Protective Equipment (PPE) like face shields and gowns for Dr. Mah and staff.
- Air Purifiers located throughout the office.
- Protection barriers on the reception desk.
- Aerosol Source Evacuation units on order.

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 trust, loyalty and patience as we work through all these changes, and look forward to welcoming back our patients, neighbours and friends.

Sincerely,

Dr. Mah and Staff