

Dear Patients of DDS Dental,

We are really missing all of you, and are excited to share that we are softly reopening with permission from the Ministry of Health and our Royal College of Dental Surgeons of Ontario.

We have been working extremely hard these last few months during our practice shutdown to understand as much as we can about transmission of COVID19 so we can implement the most effective safety measures available. There is nothing we want more than for our patients and staff to be safe!

We'd like to share with you some of the changes you will see when you return to our office. All patients will be thoroughly screened over the phone prior to your appointment regarding COVID19 symptoms or hopefully lack thereof. There will also be an informed consent to sign. For now our waiting room is off limits, so please arrive to your appointment with a mask on and wait in your car until we let you know you can enter. This message might be with a text or perhaps a staff member may come out to the parking lot to find you if you don't have a cell phone. Inside, there are new Plexi-glass barriers at our front desk. We will take your temperature using a forehead infrared thermometer (this recent heat wave has presented some challenges) once you have entered our office, and we will ask that you use our hand sanitizer.

During any treatment that may generate aerosols (sprays) during its procedure, we are happy to announce that we have incorporated new technology designed with dental office safety in mind. These include advanced air filtration and cleaning systems that have been approved by Health Canada.

A contactless checkout will include taking payment information prior to your arrival. We also ask that you try to limit use of our washrooms if possible. These changes may take some time for you to get used to but for now they will be our new normal for at least the near future. If you have any concerns or questions regarding these safety measures that we have implemented, let us know, as we welcome all feedback. Your comments and contributions will only make us better.

Lastly, if you have any emergent dental issues, or feel that you would like to be seen as soon as possible, please contact us via email or phone so that we can properly prioritize your needs. For others, we thank you for your patience while we do our best to rebook everyone whose appointments were cancelled during our shutdown.