



Preparing Our Return Back to a Safe Environment

Hello,

We miss all of you! We trust you are staying safe in your home, appreciating this unexpected gift of time, and reconnecting with your family.

We look forward to seeing you again soon once it has been established by government and health authorities that it is safe to do so. We have been eagerly watching our global scientists trying to understand the mind-boggling virus.

In the meantime, we have administrative staff answering your calls at our office: Monday - Thursday from 9 AM – 1 PM. They have indeed been busy rescheduling appointments and triaging dental concerns and emergencies. Our office is fully equipped with the mandatory PPE to provide safe treatment for these dental emergencies. The dentists' private cell phone numbers have been made available to you as well. We are happy to discuss any dental concerns you may have to get you through to your next appointment.

So while you are trying to maintain your oral health status, there is GOOD NEWS:

To date there is absolutely no shortage of dental floss (nor time to use it at least once per day)! Joking aside, prevention is really going to be a vital key in avoiding dental emergencies. Adding a fluoride rinse to your daily routine can be beneficial for those patients that are more prone to tooth decay.

Keeping your immune system healthy is very important including getting adequate sleep, exercise, vitamin D supplements, and stepping outside for some socially distanced fresh air. Virtually visit and check in with friends and family. These connections are vital for your mental health.

The VIRUS IS IN CHARGE (for now). It is very challenging to make business contingency plans within such a fluid environment. However, we have been busy taking proactive steps in response to this pandemic. Currently we have been investigating and consulting with engineers to eliminate the potential of harmful aerosols, and to achieve clean air via advanced filtration systems that will fall within the official recommendations (which have not been determined). We are also hopeful that testing for antibody levels will become more available with more immediate results so that we can quickly identify any positive patients and reschedule their appointments.

We anticipate our return to the office, hopefully soon! Please be reassured that we will be doing everything possible to return strong, and we will exceed your expectations of safety. For the time being, stay home, and remain safe, (oh, and floss!)

Teledentistry appointments are available if you are interested. Please call the office

Dental Emergencies

In accordance with the direction from Ontario's Chief Medical Officer, all non-essential dental appointments will be rescheduled. During the current Covid-19 Pandemic, we're putting public safety first. Our front desk team will be in touch with you to reschedule your appointment.

The RCDSO defines a dental emergency as

- Injury to the mouth and face
- Significant infection (such as abscess or swelling)
- Prolonged bleeding
- Pain that can't be managed by over-the-counter medication (eg. Tylenol, Advil)

If you have a dental emergency or require urgent care, please contact the office at 519-743-3671.

Your dentist will return your call as soon as possible.

If you have an issue not listed as a "dental emergency" and would like to speak to your dentist, teledentistry appointments are available, please call the office for more details.

We are here for you!

Safety Precautions

Please be assured that when seeing emergency patients in our office we are following all safety precautions

- All patients are actively screened over the phone prior to in person appointments
- Only one patient is permitted in the office at a time
- Patients' temperatures are taken prior to being seated
- Dentists and dental team are wearing the appropriate protective equipment to ensure patient safety
- All surfaces and equipment are cleaned and sterilized in accordance with IPAC guidelines

Orthodontic Treatment

The following information is for patients who are currently undergoing orthodontic treatment with our office



Invisalign Patients

- Please continue to wear your Invisalign aligners as prescribed
- If you are ready to move on to your next aligner and have not yet spoken to someone from our office, please call the office and we can guide you on next steps
- If you are on the final tray of your treatment, please continue to wear it
- If your aligner is worn, please inform our office and we will order a new aligner for you
- If your aligner breaks please wear the previous aligner
- If you are wearing elastics as part of your treatment, please continue to do so as prescribed.

Traditional Braces

- Please continue to wear elastics as prescribed
- If your wire is sharp and poking you, you can trim it with nail clippers, or use orthodontic wax for relief
- If you have a bracket that breaks, do not worry. We can fix it for you at your next appointment
- Continue to maintain good oral health care habits, and avoid hard or sticky foods

We are happy to discuss any questions or concerns with you.