



## COVID-19 PLAN

Updated October 20, 2020

### Dear Valued Patients,

Life has been anything but normal this spring and we sincerely hope you and your family are in good health. We are happy to inform you that we are now able to once again provide dental care for you and your family. While many things have changed since then, one thing has remained the same - **Our Attitudes, Positivity and Commitment to your Health and Safety.**

Our office has always followed strict infection control standards and in order to keep us all protected during this pandemic and in the future, we have updated our protocols. Our framework sensibly is with you in mind. When we see you at your next appointment, **things will be a little different.** To return to some semblance of normal we have made changes to make everyone feel comfortable and safe.

**IMPORTANT:** During this time we have been working tirelessly implementing even more enhanced office procedures and protocols to ensure we are performing at the highest level of standard of care for you and your child's safety. We will continue to weigh any more changes as things may evolve. We need your patience for a little while longer as our "new normal" begins.

**PLEASE ENSURE YOU ARE FAMILIAR WITH ALL UPDATED PROCEDURES AND PROTOCOLS PRIOR TO YOUR OFFICE VISIT.**

#### WHAT HAVE WE DONE

1. We have a new combined website being built out to keep you informed of all our practice updates. Please visit us at [www.dw4k-align.com](http://www.dw4k-align.com) to make yourself familiar. Once the new site launches we will post on our social media channels.
2. Our Medical History Forms will now be completed and digitally signed online and can be found at [www.dw4k-align.com/forms](http://www.dw4k-align.com/forms).
3. Our Post-Op Care Instruction Sheets have all moved online. After your appointment any instructions that pertain to you or your child's treatment will automatically be emailed to you.
4. Our payment terminals have been updated to accept tap payment or online payment for your ease and comfort.

5. We have implemented a third-party payment lender option in addition to the payment options we already offer in our practice.
6. Since last year we have been partnered with Infection Prevention and Control (iPAC) to ensure we conform and adhere to all public health protocols inclusive of recent recommendations and updates.

## **WHAT CAN YOU EXPECT**

7. All magazines, toys, iPads, marketing hand-outs, and any other non-essential items have been removed from the office, reception area, and operatories at this time to limit surface contact.
8. Unfortunately there will be NO handshaking, hugs or high-fives. Elbow bumps are just fine.
9. Dual pen holders have been made available marked as Used and Unused.
10. You may see our team wearing an enhanced level of PPE for certain procedures for you and your child's safety.
- 11. Appointments will be spaced out to allow for physical distancing between patients. That might mean less flexibility for scheduling your appointment and possibly changes to your existing appointment.**
- 12. Additional follow up appointments may be required to ensure your oral health is optimal. This may be in the form of additional dental cleanings due to excessive plaque/tarter buildup and possible limitations or restrictions placed on us by our regulatory boards in how we can operate.**

## **PRIOR TO ARRIVING TO OUR OFFICE**

13. Walk-ins will NOT be accepted. Please ensure you have a scheduled appointment.
14. A Pre-Assessment Form MUST be completed and can be found at [www.dw4k-align.com/forms](http://www.dw4k-align.com/forms).

## WHEN ARRIVING TO OUR OFFICE

15. Individuals accompanying a patient are to wait outside in the parking lot unless absolutely required (e.g., a parent accompanying a young child or a patient who requires accommodation. In this instance only ONE individual is allowed).
16. Please call us when you are in the parking lot. You will then be notified when you can come into the clinic via phone or text messaging.
17. Patients and accompanied visitors MUST wear their own mask, cloth covering or appropriate face covering at all times while in the office except during the provision of care.
18. If you arrive without a mask we will provide you with a Level I mask prior to entering the office. However, due to PPE shortages please bring your own mask, cloth covering, or appropriate face covering.
19. Patients and accompanied visitors MUST have their temperature taken. We have non-contact infrared thermometers that are quick and painless. Patients who ONLY test above a normal range will be notified.
20. Patients and accompanied visitors MUST perform hand hygiene with either 70-90% Alcohol Based Hand Rub (ABHR) or soap and running water when arriving. We have this available for you.
21. We will have you rinse with an oral mouth rinse for 30-60 seconds prior to performing any treatment.
22. Your next appointment will be booked chair side for you. We will no longer be giving out next appointment reminder cards.

## WHEN LEAVING OUR OFFICE

23. We will have you again disinfect your hands with 70-90% ABHR before leaving the office.
24. Patients are to be asked to tell office staff if they experience any symptoms of COVID-19 within 14 days of their appointment.

**PLEASE TAKE NOTE: If you or your child has been recommended to quarantine for 14 days our office will book your routine next appointment no sooner than an additional 2-week period following quarantine. Essentially 4 weeks from the start of your quarantine. Please understand that this is done for the safety of our staff and all our patients.**

## NEW ADDITIONS

To ensure your dental health remains optimal it is recommended by our regulatory body that every 3 years you receive a FULL EXAM. If you have not had a new or updated FULL EXAM in over three years we will help schedule this for you.

As many of our original patients are maturing now into their teenage years their dental needs have changed. Treating a teen is very different from a child and even more different from an adult. We have and will be continuously updating our office to provide teens with the appropriate care they need. This will be in the form of teenage specific exams, cleanings, orthodontic treatment, aesthetic treatment and even extraction of wisdom teeth when the time is right.

We will also be introducing in-office whitening towards the end of this year to have that perfect smile for the holidays.

## UPDATES

October 20, 2020

Dear Patients and Parents,

We would like to take a moment to update you in regards to COVID-19 and our office protocols. There has been **no major update** from our regulatory body in regards to the removal of current restrictions or the addition of more restrictions.

Specifically in regards to Orthodontics, all Orthodontists in Ontario have been faced with differing regulations between the dental college and the hygiene college, who support our doctors during patient care. **i.e. the wonderful team you have grown to know and love.** We have been operating as best we can under both guidelines, but have been finding it difficult to perform all our procedures to ensure optimal results. Since there is no timeline in regards to changes to the current guidelines our office has decided to make some additional changes to allow us to operate more successfully under the current restrictions.

### **What does this entail?**

**We will be adjusting the orthodontic schedule so more procedures can be done in closed rooms, with less individuals in office, in where aerosols can be generated.**

Because of this you may notice additional structural changes to the office during your next appointment. Please keep in mind **all other COVID-19 office protocols remain in effect** to help operate under current guidelines and limit individuals in the office.

**We thank you for your patience during these changes and appreciate your cooperation.** Our team is making a great effort to ensure your care proceeds with no delays during this time.

The changes we are making will make future scheduling easier and allow for our office to be able to complete all procedures under current and **potential future restrictions, if they arise.** We are looking forward to being able to operate even better than we were pre-COVID.

**You may be contacted to move your current appointment because of these changes.** Please rest assure we will work to accommodate you and ask for your patience during this time. Our aim is to operate more efficiently under the current restrictions and to provide you with a higher level standard of care.

Thank you

Please note that our office will contact you if your appointment requires adjusting.

Please visit our website and make yourself familiar with our COVID-19 office protocols inclusive of our **mandatory pre-assessments** and **limiting of individuals** in the office to abide by social distancing rules set out by our regulatory body.

The Dental Works 4 Kids & Align Orthodontics Team