



Dear valued patient,

We are truly excited to have the opportunity to welcome you back! As we move closer to reopening, we are actively looking into various scenarios of increasing dental services for you. Of course, our social responsibility and concern for your safety are paramount in any decisions we make. We will consider each procedure and balance its risks and benefits before delivering treatment. Although a phased approach to expanding services will likely occur, we have already taken definitive action to minimize aerosols, ensure social distancing, and to heighten our surface disinfection protocols.

We are doing everything possible to go above and beyond, ensuring your health and safety. Our office has always utilized personal protective equipment (PPE) that meets guidelines and mandates from the Center of Disease Control, College of Dental Surgeons of BC, British Columbia Dental Association and WorkSafeBC. However, in light of the COVID-19 Pandemic we have instituted additional guidelines and protocols to ensure your safety. In some instances we have gone BEYOND what is recommended or mandated. Our office has always taken infection control and aerosol management seriously, but we are now taking our protocols to a new level.

Below is a list of new measures we are taking:

1. Pre-screening of anyone who walks into our clinic (including all patients, team members, & couriers)
2. Non-contact temperature readings of anyone who walks in the facility (including all patients, team members & couriers)
3. Health screening of ALL team members at the beginning and end of the day.
4. Rearranging of the Reception Area and the rest of the clinic to ensure appropriate physical distancing
5. Creating a virtual waiting room to minimize or eliminate people lingering in the office
6. Maintain distancing in the reception area for essential caregivers and parents of minors if they cannot wait in a vehicle or outside the clinic

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7. Removal of all magazines and toys that are difficult to disinfect
8. Discontinuation of all coffee and beverage services
9. Hand sanitizers positioned throughout the clinic
10. Installed Plexiglas barriers at the reception desk to protect both you and our team
11. Frequent disinfection of the of the patient restroom
12. Hand washing and hand sanitizing before all appointments by our team and patients
13. Introduction of an oral pre-rinse for all patients to reduce germs in aerosols
14. Enhanced operatory disinfection procedures of all surfaces between patients
15. Regular wiping down of all surfaces, with high level disinfectant, that have contact in common areas (such as door handles and counter tops)
16. New PPE, such as visors, gowns, and if needed N95 masks/respirators worn by all team members to ensure your protection
17. Installation of high grade air filtration HEPA units in each operatory and in the waiting room (8 high level filters will be scattered all over the office). All units are able to filter to 0.3 microns.
18. Continued use of extra-oral vacuum/suction systems in each operatory to eliminate all aerosols during procedures
19. Shortly, we will be complementing our HEPA air filtration units with Jade Air Filtration units from Surgically Clean Air. Each unit uses ultraviolet light paired with a charcoal filter, HEPA filter, 6 stages of filtration. (<https://surgicallycleanair.com/jade/>)
20. We are awaiting delivery of enhanced extra-oral suction systems from MedeVac and Vaniman. These will ensure that any escaped aerosol from our procedures is minimized as much as possible. (<http://www.quatro-air.com/dental-dust-collectors/dentists-information.html#medevac-s>) and (<https://www.vaniman.com/product/gold-mobile-extraoral-dental-suction/>)

Be assured that even though we are awaiting delivery of these “extra” units, we can safely practice dentistry while we await their arrival.

The more things change the more they stay the same: our goal remains to provide tremendous service with a warm smile and the highest level of care. As always, if you have ANY dental concerns during this time and would like to discuss them with us, please contact our office. We hope that you and your families continue to stay safe and healthy!!

With warm regards,

Dr. Jadvinder Dhesi and the Summit View Dental Team