



June 17, 2020

Dear Valued Patient,

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 the Ministry of Health has lifted their restrictions and we are now able to provide dental care for you and your family beginning **June 30th**.

We are committed to keeping you healthy and safe. We have always followed the strictest infection control standards and we have made the following modifications to the office:

- Hospital screening booth outside front door.
- Hand sanitizing/screening station at entrance of office.
- Plexi-glass at reception desk.
- Waiting room chairs spaced 6 feet apart.
- Waiting room magazines and toys have been removed.
- We will be wearing masks, face shields, gowns, hair covers.
- All treatment rooms are now sealed
- Air purifiers have been installed in all treatment rooms to ensure proper ventilation.
- Door handles, light switches, countertops and chairs will be sanitized multiple times throughout the day.

We have also added many more protocols for added protection during this pandemic.

- Our office hours have temporarily changed:
 - Tuesdays 12-8
 - Wednesday 9-5
 - Thursdays 9-5
 - Fridays 9-5
 - Saturdays 9-5
- To ensure physical distancing, fewer appointments will be available. We therefore ask that you please respect your appointment date and time. Unfortunately, if you are late to your appointment or miss your appointment, we may not be able to accommodate you.
- When booking your appointment, our receptionist will direct you to our website to submit a Covid-19 screening form one day prior to your appointment date. If you do not have internet access, we will call you the day before your appointment to ask you the screening questions. If you cannot be reached, we will need to reschedule your appointment.
- On the day of your appointment, please go to the washroom at home.

- Please bring your own mask. If you do not have one, we will provide one for you.
- When you arrive at the hospital, proceed through the front doors to the hospital screening booth. Please arrive 10 minutes prior to your appointment to accommodate this. Go to the front door of our dental office and call the receptionist to inform them that you are ready to enter the office. Since we can only have one patient in the reception area at a time, we may ask you to wait outside the office door for a few minutes until we are ready for you. Only patients being treated will be allowed to enter the office, with the exception of young children and the infirm.
- Your hygienist or dental assistant will greet you at the front door to let you in.
- Once in the office:
 - Please sanitize your hands.
 - Please put on your mask and keep it on until your treatment is started. You will then put it back on when your treatment is completed.
 - Review the Covid-19 screening questions.
 - Have your temperature and oxygen level taken.
 - You will be shown to your treatment room.
 - You will be given a diluted hydrogen peroxide rinse prior to your treatment.
 - If you need to use the washroom, inform a staff member. Washrooms will be made available in urgent cases only.

Despite these extra precautions, please be aware that due to the nature of Covid-19, there remains an inherent risk of contracting the virus. Rest assured that all these procedures are designed to create the safest environment for you and our team.

All July and August appointments that were booked prior to our office closing will be rescheduled. We will first be booking patients who had emergencies while we were closed, followed by patients who were cancelled while we were closed. If you have an emergency or feel that you require more urgent treatment, please call the office and we will do our best to accommodate you as soon as possible. Thank you in advance for your patience and understanding while we get caught up with our scheduling.

Lastly, we are very excited to announce that we have updated our website! www.centenarydental.com. For your convenience, all forms can now be completed online.

We look forward to seeing you soon. If you have any questions, please contact us. To make an appointment, call 416-281-4746 or email info@centenarydental.com. Thank you for patience and loyalty through these difficult times. We value your trust and support and look forward to welcoming you back!

Sincerely,
Dr. Stein, Dr. Waksman and your Centenary Dental family