

Dear Milltown Dental Patients,

Our team at Milltown Dental hopes that you are staying safe and healthy during these challenging times. The world has been through a lot of uncertainty over the past few months, but we are all looking forward to returning to our normal routines. Like for most profession, many things have changed in our field in reaction to the pandemic, but our number one priority has always been and will continue to be the importance of your health and safety while we offer you the utmost elite dental care.

We are pleased to announce that our governing body (The RCDSO) has finally released their guidelines and we will begin reopening our office on Wednesday, June 10th, 2020.

The Milltown Dental Team is looking forward to seeing you again and we will be rescheduling your appointments according to our new mandatory and Public Health approved guidelines. We are very sorry that we were forced to cancel your appointments and we understand how eager you must be to resume proper professional dental care, so please know that we will work diligently to reschedule them while juggling limited schedule, limited capacity to fulfill your dental health needs and the ever-present need for social distancing. We thank you for your continued patience and understanding as our team manages all the upcoming phone calls and bookings. We will address the appointments based on their levels of urgency and priority.

Until we slowly return to normalcy, you will notice a few changes and additions to the office setting and protocols, such as a limited number of patients walking in and leaving the office at once, new plexiglass barriers at the reception, a lack of decorative elements on our walls and desks, limited access to washrooms, extensive personal protection equipment (PPE), brand new Surgically Clean Jade machines which filter the air in minutes and ensure that the quality of the air we all breath is always the cleanest and safest. These changes, which are just a few of the long list that we have now implemented at Milltown Dental are going above and beyond what our Governing Bodies are recommending as we believe in protecting all of you as much as we believe in protecting our Milltown family.

Even though you may not be able to see our faces under all of our PPE, please know that we will be smiling underneath those masks and barriers because we are so happy

to see you again! We all feel very confident in the measures we are taking to avoid any COVID-19 spread and we certainly are all feeling very safe in the office. We sure hope that you feel the same way when you resume your visits!

Here are the answers to a few questions that may have been crossing your mind and some important information prior to your next visit:

Has everyone in the office ever been testing positive or has anyone suffered from COVID-19?

Fortunately, no team member at Milltown Dental have been testing positive or has been infected with COVID-19 and neither did any of their family members. We will take all the necessary precautions to make sure we continue to stay safe, healthy and protected. Any team member that is even the slightest bit unwell will be advised to stay home until they are 100% back to normal. We also ensured that, throughout this entire pandemic period, all of our team members have respected the social distancing and no traveling rules proposed by our leaders. All team members will receive a mandatory daily screening before entering the office. Our priority is the health and safety of our patients as well as that of our team.

How many patients and staff will be in the office at the same time?

There will be a limited number of staff and patients in the office at once. As the transmission of the Corona virus is still intimately linked to person-to-person contact, we believe that social distancing is still best practice. Therefore, we will respect physical distancing with all staff and patients as much as possible and ask that you do as well. ONLY patients with appointments are permitted inside the office unless a parent/guardian of a child/youth who is a patient or an individual providing essential support to a patient with an appointment. All patients are asked to wait in their vehicle until we call or text them at which point they will be invited to our entry and welcomed by a member of our team who will conduct a quick review of the questionnaire and proceed with pre-entry screening.

Should I still come to my appointment if I have allergies or experience a cold?

If it is normal for you to experience seasonal allergies, then you may still attend your appointment as long as your symptoms are not worsening and you are very sure they are from allergies. We strongly recommend that patients experiencing a cold or anything similar, stay home until they are better and we reserve the right to refuse entry in the

office. Please understand that such decision will be made keeping the community's safety in mind. Allergies usually are not accompanied by fever so you should pass the test if your symptoms are from allergic reaction.

Am I permitted to use the washroom?

If you absolutely must use the washroom, we will be happy to let you use our facilities but as we really try hard to avoid any possible cross-contamination between anyone, and limit the time spent by the team cleaning washrooms, we DO advise our patients to ensure they use their own home washroom prior to their appointment. Also please know that once your treatment starts in the operatory, no one is allowed to leave that room until treatment is completed in order to limit the possible movement of droplets. At Milltown Dental, we have a plan and the plan is strict: every time someone uses the washroom, the room is disinfected thoroughly from floor to ceiling to ensure that everyone using the washroom stays safe no matter what they touch. Obviously this is time consuming and quite a lot of work. We therefore appreciate your cooperation in helping us keep our washrooms closed as much as possible. Please notify a staff member if you are needing to use our bathroom.

How will your office handle payments and complete administrative services?

In respect of social distancing, we have installed plexi-glass barriers around our front desks to minimize contact. We are also hoping to minimize the number of interactions between staff and patients when possible and the front desk is one area where we can reduce those contacts. Every patient will therefore be asked to provide a credit card on file in advance to handle all payments. Those numbers are NOT kept in our computer system, nor are they accessible to anyone in the office: they are kept in a safe which can only be accessed by the manager of the office and the owner of the practice. If you have insurance we will electronically submit your claims and will email you the receipt. Our office will be completely paperless: this means that all of your referrals and any required paper work will have to be emailed. If you have dual insurance we will have you sign a secondary claim form before you leave. Please rest assured that we have thought of everything to keep you healthy: everything that you may have to touch will be thoroughly sanitized between each patient. Pens needed to sign papers will be provided by the office.

Am I allowed to wait in the waiting room?

As we are practicing social distancing, we prefer that you wait in your vehicle for our text or phone call. Please call or text us to inform us of your arrival and wait for our cue.

Our waiting room will be closed. We are also staggering appointments to limit the number of patients in the reception area at any given time and have tried really hard to limit the contact between patients. If you are crossing someone else in the office, which may happen in rare occasions, we invite you to keep your mask on and to respect the recommended 2m distance.

How will you manage appointments?

Appointments will be managed keeping the needs for social distancing in mind. Unfortunately, this might mean that there will be fewer options for scheduling your treatment. In our efforts to avoid multiple visits, longer appointments may be scheduled in attempt to complete as much treatment as possible in one sitting. We will no longer offer exams during hygiene visits as the dentists will be providing aerosol producing treatments and are instructed to stay in their room and not manipulate their PPEs during that time. If an exam is needed, you will be invited to come back to the office for the dentist to see you specifically for that exam. We may take pictures of your concern when possible to hopefully get the dentist's opinion and give you advice remotely on how to address your concern. Also, please expect your hygienist to only use hand scalers for now until our guidelines adapt to the newest researches and recommendations. They also cannot offer you polishing of your teeth yet as per their College's rules. Overall the appointments may be slightly different but we will keep track of everything for you and continue to provide you with the utmost Elite dental care while following the regulations very closely.

What precautions and measures are you using to protect your team and your patients? Will I be safe?

We have decided to go above and beyond the standards imposed on us by the RCDSO and Public Health regarding PPE. The front desk is equipped with plexiglass sneeze guard. Our clinical staff will wear the recommended PPE but also additional items like a face shield, a head cover to safely provide you with the care that you need. You may see a few of us with N95 masks as we want to make sure that our team members with certain medical condition are overly protected. We have invested in top of the line FDA approved equipment to increase the air quality and we have raised the bar in terms of infection control protocols. Every team member has received a thorough training around the "new normal" and we are all prepared to provide the same high quality treatments within the upgraded requirements. The first few weeks upon opening, our hygiene team has decided to eliminate all aerosol generating procedures (use of a cavitron, air water syringe and polishing). This will allow for ONLY deep scaling and

varnish fluoride application. All dental offices are opening up in stages. During the actual phase 2 we are in, hygienists are not yet allowed by their regulating bodies to use any cavitron, polishing drills, allow you to spit in their cuspidor and take pictures or x-rays. These restrictions are expected to change soon and we will keep you updated on the changes as they arise and as the practice has to adapt in an ongoing manner.

Will there be an increase in dental fees?

We always pride ourselves in offering elite dentistry services and we are certainly not planning on lowering your expectations nor do we want to lower the quality of our treatments. The small 4% increase will enable us to continue providing all of you with the quality and outstanding services you learned to expect from Milltown Dental. This will only be a temporary fee change until we can go back to regular practice and regular operation costs.

What do I need to do prior to my appointment? What can I expect when I arrive at the office?

Please expect to receive in addition to this email, a personal email containing two important forms that you are invited to complete, sign and email back to us at least one day prior to your scheduled visit. These forms are mandatory to keep your appointment. Email will include a COVID-19 pandemic treatment consent form and a waiver. Once you arrive for your appointment, let us know you have arrived and please wait in your vehicle for our instructions to come in. We will repeat the screening once again at the front entrance. Once you enter the office you will be asked to sanitize your hand. We ask that you **PLEASE come in wearing your own mask** which you will need to wear all the time except when your treatment is being performed. We also ask that you bring a pair of sunglasses to protect your eyes during the procedure and that you consider bringing a sweater or blanket as our office will be kept unusually cold: your team will be wearing impressive amount of PPE and this gets uncomfortably hot!

Why am I being asked to rinse prior to my appointment?

While the Dental College acknowledges the lack of documented evidence, they suggest a rinse with 1%-1.5% hydrogen peroxide or 1% providone-iodine for 60 seconds, prior to examination of the oral cavity, may help decrease oral pathogens. We don't know if it makes a huge difference but we apply absolutely any recommendation that may keep you safer...

Why does this solution foam up?

Hydrogen Peroxide is a chemical compound that combines hydrogen and oxygen. Foaming occurs when the solutions comes in contact with the mucus in the mouth. This is completely normal and safe. It will help decrease bacteria and virus load in the oral cavity and limit the risks of transmission.

What is dental Aerosol?

A dental aerosol occurs when water or other particles, are released into the air during a procedure. Using drills, air/water syringes and the cavitrons (cleaners the hygienists use) produce aerosols. Although research hasn't proven that COVID-19 can be transmitted through aerosols, we still try to keep it to the lowest level possible and we do everything we can to make sure all aerosols are cleared from a room before a new patient arrives.

What precautions are you taking in the operatory? How will you clean it?

Procedures that create aerosols from a patient that has been screened as COVID-19 negative will have the recommended 15 minutes wait time before the operatory can be wiped down and used again. We do not accept anyone who screens positive for COVID-19 in our office. The operatories will be equipped with barriers to prevent aerosols from spreading. For added protection, we went above and beyond the recommended precautions and have installed top of the line FDA-approved air purifiers as well as air disinfectant sprays in every room.

What should I do if I get infected with COVID-19 after I have an appointment at Milltown Dental?

Please report any signs of symptoms of COVID-19 within the next 14 days to our office and the Public Health Unit. It is very unlikely that you would contract the virus in our office with all the precautions that are being taken and you most likely acquired it elsewhere but we want to know as we will diligently ensure our team is not infected so that we do not contribute to the spread of the virus to our community. The protection of our entire community and that of our patients and team members remains the #1 priority at all time.

What should I bring with me to my appointment?

Please come in **with your own mask**, your own protective glasses and a sweater/blanket if you get cold in our colder than normal rooms. The College prohibits bags, purses or large wallets in the operatory. Please leave them all at home or in your car!

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. We are very thankful to have you as our patient. We value your trust and loyalty and look forward to welcoming back all of our patients, neighbours and friends.

Sincerely,

Dr. Julie Boudreault and The Milltown Team