



Dear Valued Patient:

We hope this letter finds you and your family safe and healthy. Our global and local communities have been through a life-changing period, and we are all hoping to return to some sense of normalcy soon. We are writing in regards to the Premier's announcement that dental clinics will be reopening as of May 4th. Although, this is great news, we must wait for further guidelines from the Alberta Dental Association and College (ADA&C) to ensure that we have the proper protective gear and infection control protocols in place to ensure your safety.

When you visit us next, you will notice things appear a little different in the clinic, such as the use of masks, gowns, and face shields, as well as the limited presence of people around. We made these changes to help protect our patients and staff.

Some of the new measures we are taking are:

- Our office will communicate with you before your next appointment to explain changes in our patient sign in process and clinical procedures.
- We will be reviewing with you a screening questionnaire and consent form every appointment.
- We will be sending you forms electronically to fill and sign.
- Upon entering the office, we will be checking your temperature and providing you with hand sanitizer.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will be restricting the number of people coming to an appointment with the patient, limiting it to one (1) parent only and unfortunately no siblings.

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 will be in contact with you in the weeks to come with more details regarding the May reopening.

Thank you for being our patient. We value your patience as we work through all these changes, and look forward to welcoming back our patients, neighbors and friends.

Sincerely,
Dr. Richard Caldwell
Dr. Saleh Al-Daghreer
Dr. James Lipon
Dr. Kevin Chen
Dr. Catherine Lee
And City Orthodontics and Pediatric Dentistry Team