



We are pleased to announce that we are now reopened and looking forward to seeing all of our patients again!

We have implemented several changes to our office procedures in order to accommodate the need for social distancing in light on the continued risk of Covid-19 transmission. We will be confirming appointments with phone calls and a series of questions will be asked with regards to Covid-19 symptoms; we will email each patient a questionnaire one day prior to the appointment which will need to be completed and brought with you to your appointment; we are having patients call us when they arrive at their appointment times and we will instruct them when it is okay to enter the office (this helps us to maintain “social distancing”). **Temperatures are taken and recorded** for every patient and every staff member when they arrive at the office.

To help minimize the work load on the staff with cleaning and disinfecting, we have closed our washroom facilities to the public. We thank you in advance for your co-operation and understanding and apologize for any inconvenience.

Our staff continues to practice the “universal precautions” that have always been in place in dentistry when seeing each and every patient. In addition, we have added an **air purification/filtration system** to the operatories which uses both UV-C light and Hepa filters; a **mouthrinse** containing 2% peroxide which research has shown will reduce the viral load of the novel coronavirus; and **increased PPE** (personal protection equipment) for the safety of not only our staff and doctors but you our patient. In addition we also have a **Hypochlorous acid disinfecting fogger** which uses a solution that is antimicrobial, biodegradable, environmentally conscious and will control a broad spectrum of harmful pathogens (bacteria, viruses, germs, microbial spore) and difficult to kill biofilms. It is between 80 – 120 times more effective than bleach for sanitizing while also being a non-hazardous product for humans, animals and plants.

If you would like further information please do not hesitate to contact the office at (250) 828-0322. We would like to express our gratitude for your patience and support during the office closure and look forward to seeing you.

Sincerely,

Dr. Cory Hooper, Dr. Suraya Naidoo and Dr. Dilraj Bal