

To our patients, friends and Peninsula community,

We hope you and your families are in good health and remain safe during this challenging time. We have all been through an unprecedented experience and are now returning to a “new normal”. While many things in our world have changed, our team remains committed to ensuring your future visit to Peninsula Dental is a safe and comfortable experience.

We are now open and seeing patients. Please be patient if you have had an appointment cancelled during the pandemic; we will do our very best to reschedule you as soon as possible. Please understand that due to enhanced disinfection and social distancing we will be seeing fewer patients each day. We will do our very best to see everyone in a timely manner.

Our office has always utilized personal protective equipment (PPE) that has exceeded the BC College of Dental Surgeon guidelines, however, in light of the COVID-19 Pandemic we have been working tirelessly to institute additional guidelines and protocols to ensure your safety. You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be contacted 48-72 hours prior to your appointment via phone, text or email and asked a set of confidential health-related screening questions. We have also implemented enhanced precautions in order to protect you, as seen below. This in addition to extensive team training on infection control and patient management procedures will create a safe environment for patient care.

- Personalized arrival procedures to guide you from your car directly to treatment rooms to eliminate contacting surfaces.
- For essential caregivers and parents of minors, we will enhance distancing measures in the reception area if they are unable to wait in a vehicle or outside the clinic.
- Hand sanitizers will be positioned throughout the clinic.
- Providing more educational material to enhance your awareness of health issues related to this pandemic.
- We require a mask to be worn by ALL patients upon entering the office. We will provide a mask if you do not have one available.
- Installed sneeze guards or droplet barriers in our reception areas.

- Require hand washing and hand sanitizing before all appointments by our team and by our patients.
- Introduce an oral pre-rinse to all patients to reduce exposure to germs.
- Require all team members to be pre-screened each day prior to working on patients.
- Record temperature of every patient upon entering the office.
- Option of payment arrangements in advance to avoid delay and allow contactless exit from the appointment.
- Enhanced operatory disinfection procedures of all surfaces between patients.
- Ambient air management with hospital grade air filtration operating continuously in treatment rooms and common areas to remove germs from circulating air.
- Enhanced operatory disinfection procedures before and after appointments with mist or fogging devices to access hard to reach places that can be easily missed.
- New personal protection equipment like visors, gowns, and masks for our doctors and team to provide barriers against the smallest of germs.
- Introduce protocols to reduce or eliminate airborne aerosols during all dental procedures.
- Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, tablets, chairs, doorknobs, and buttons that may be touched unconsciously.
- Disinfection of all outside mail and packages that enter the building.

We look forward to seeing you again very soon and would be happy to answer any questions you may have. An evidence-based, safe environment has always been a key pillar of how we operate our dental practice. It remains one of our top priorities to ensure that we minimize any health risks to our patients. Our focus is on taking appropriate steps to make sure all our patients and staff feel safe and comfortable at Peninsula Dental. Your oral health remains tremendously important to us and we look forward to taking care of you during this challenging time and well into the future.

Thank you for your continued confidence,

Dr. Andrew Sweet and Team