



# Accurate Denture Clinic Ltd.

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May 25, 2020

To all of our valued patients,

Covid 19 has changed everyone's life significantly. This has been a truly difficult time for everyone. Facing this reality and what is called the "New Normal", we have no choice but to adapt ourselves to these changes.

Over the past 14 years, Accurate Denture Clinic has sought to provide exceptional denture care to all of our patients. We take pride in our work and have always focused on putting the best interest of our patients at the forefront of all that we do. In these challenging times, our priority remains the same and that is to protect the safety of our patients and staff. Going forward, we will constantly monitor the situation and make the necessary changes to our operations as needed and follow the recommendations by our governing bodies.

We genuinely appreciate your continued understanding and support over the past couple of months as dental care in British Columbia was restricted to emergencies only.

As of May 25th 2020, under the guidance of the Provincial Health Officer and the College of Denturists of BC, we will begin to gradually increase in person access to denture services at our 4 offices. We do understand you may have concerns about your upcoming denture appointment and thus we wanted to take this chance to reassure you that **we are doing ALL that we can, to ensure the safety of our patients, staff, and community.**

Below are some of the many changes we have made based on the guidelines provided by the College of Denturists of BC, the Provincial Health Authority, BCCDC and WorkSafe BC.

- Thorough pre-screening protocol for both patients and staff
- Strict hand hygiene policy
- Social and physical distancing measures
- Frequent disinfection and sanitization of high touch surfaces
- Thorough cleaning and sanitization of the entire office every day
- Prioritization of patient care services
- Staggered appointment times to provide adequate time for disinfection of all dental equipment and operatories as well as to minimize patient-patient interactions
- Increased personal protective equipment for all staff
- Increased use of barriers and isolation of operatories

As always, the health, safety and well being of our patients and staff will continue to be our top priority. We look forward to serving you in the upcoming weeks. We do ask for you to please be patient with us as we work hard to reschedule all missed appointments. Please stay safe. Additionally, if you are feeling unwell please stay home. If you have any questions or concerns, please do not hesitate to contact us.

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