

To all our Patients,

We have been very closely following guidelines put out by the CDC, WHO and Royal College of Dental Surgeons of Ontario (RCDSO) for guidance regarding the Covid-19 outbreak. The RCDSO has told us that "All non-essential and elective dental services are suspended immediately. Emergency treatment should continue."

We made the very difficult decision to close our doors to all non-urgent and preventive care appointments, and only see emergency cases, and perform emergency treatment. Our reasons in taking this step are:

- **Social Obligation:** We fully understand the obligation that each of us in this community carries to do our part to "flatten the curve". This is so medical and hospital resource needs do not exceed capacity, so that they are available to everyone who needs them, especially the most vulnerable in our community. Closing our doors will create many challenges for us, for our employees, and for some patients, but we feel strongly in our hearts that for us this is the correct choice.
- **Patient Safety:** As the research has shown, Covid-19 can be spread before symptoms are present, especially with children. Even with the best infection control practices, there is the risk of our office potentially being a place where a healthy patient contracted the virus from an unknown sick patient. We want to eliminate that risk especially right now at the beginning of the height of the viruses growth in our communities.
- **Staff Safety:** Dental office professionals are inherently at a high risk for the transmission of Covid-19 because of the aerosolizing of saliva and blood droplets during treatment. We want to do everything we can now to keep our staff safe and healthy so that when the storm is passed, we can all get back to a happy and healthy staff and office.
- **PPE Preservation:** Our office has enough PPE (Personal Protective Equipment) for our patients for the time being, but we don't know for sure that supplies will be available for reorder, as we have seen in many dental offices in other affected countries and provinces. We feel the obligation to save our PPE for those patients who need urgent emergent care.

Given this, if you or your family have a routine checkup scheduled, or non-emergent dental treatment scheduled, we will be calling you to reschedule. If you or your family has a dental emergency during our office closure please call the office so we can evaluate the need for emergency treatment. We ask that you call only if you feel it is a true emergency (In dentistry, a "true emergency situation" includes oral-facial trauma, significant infection, prolonged bleeding or pain which cannot be managed by over-the-counter medications.).

These are unprecedented times, which call for unprecedented measures. Thank you for understanding our desire to be proactive, as opposed to reactive, and our efforts to do our part in keeping our communities healthy and safe.