



To our valued clients,

We hope this message finds you and your loved ones in good health. Our community has endured a lot over the last several months and we are happy to be serving you again. While many things have changed, one thing has remained the same: our team's commitment to your safety and providing the highest standard of care. We would like to let you know that we have made changes to our office's policies and protocols as well as our clinic space to reduce any risk of transmission of COVID-19 and provide a safe space for our clients and staff to address your oral health needs. Infection control has always been a top priority at Fresh Dental Hygiene and we have implemented additional safety measures to help protect everyone at our clinic. We are following the guidelines set out by the Provincial Health Officer, BC Center for Disease Control and the College of Dental Hygienists of BC.

Below are a few changes you can expect at your next appointment.

- Clients will be pre-screened over the phone prior to their appointment and will complete a COVID-19 pre-appointment screening form upon their arrival. For clients who have experienced symptoms or been in contact with someone with COVID-19 symptoms within 14 days prior to their appointment, care will be postponed and short term cancellation fees will be waived.
- We have moved towards staggered appointments to promote physical distancing and limit the amount of people in the clinic at any given time.
- We ask that clients do not arrive early, unaccompanied and with minimal belongings. For those who require a caregiver, we ask that this is limited to one individual.
- Patients will be asked to wait outside the clinic until it is time for their appointment.
- Clients will be required to sanitize their hands upon arrival and proceed directly into the operatory. High contact surfaces like door handles will be sanitized after each use.
- Temperatures will be checked via a contactless thermometer and pre-procedural rinses will be administered prior to care.
- Clinicians will be using additional personal protective equipment and sneeze guards have been installed at the front desk to minimize exposure to airborne pathogens.
- The health of our staff will be monitored on a daily basis.
- For medically compromised clients without COVID-19 symptoms, we offer first appointments of the day.
- We ask patients to refrain from paying with cash or cheque.

Thank you for being part of Fresh Dental Hygiene. Our goal is to provide dental hygiene care in a safe and comfortable environment. We value your trust and loyalty and look forward to seeing you soon!

Smiles,

A handwritten signature in black ink, appearing to read "Joanna Bernath".

Joanna Bernath, DHP