

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months and all of us are looking forward to resuming our normal habits and routines. We wanted to share some things with you as our office prepares to open on May 29th, 2020. While some things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep our patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), and the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings for guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff from this new (novel) infection, COVID-19.

For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in your office.
- You will be asked that you bring your own mask to wear if you have one and that you arrive 10 minutes early from your scheduled appointment time. If you do not have a mask, one will be provided for you.
- You will also be asked to call us when you arrive for your appointment. If the line is busy, or goes to our answering machine, please hang up and call back until you get an answer.
- We will have a "runner" come out to your car to take your temperature upon arrival for your appointment.
- The runner will also be the one to come out and bring you in when your clinician is ready.
- One parent/caregiver/guardian must accompany children under the age of 18.
- One translator will also be permitted if needed to accompany those in need.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
- Our reception area will no longer have magazines or toys for children to play with since those items are difficult to disinfect.
- We will also have you exit the building through our side front door.
- Appointments will be managed to allow for social distancing between patients so your appointment times may be modified a bit when we call to confirm. This also might mean that you are offered fewer options for scheduling appointments.

- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice.

To make an appointment, please call our office at the office number. You may also visit our website and fill out a contact form for any questions you might have.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

All of us at Zeeland Family Dentistry