We are back on June 15, 2020!

Please be patient as we are in progress of rescheduling hundreds of appointments. You will be contacted by our office staff soon to have the opportunity to reschedule if your appointment was affected by the clinic closure.

We have gradually worked our way towards a careful re-entry into regular dental care with the guidance and recommendations of Ontario Public Health, the Ontario Minister of Health, and our Royal College of Dental Surgeons of Ontario. It will be different “seeing” you again, but it will be safe. Weeks of thoughtful preparations have gone into the following guidelines, changes, and new protocols that you will notice at your next visit:

- A risk assessment and health screening will be performed twice. Once, at the time of scheduling an appointment or if it is in a distant future, within a day or two preceding your visit and second time, upon arrival at the clinic. Once you have parked at the office, please phone reception (519) 756-3300 to check-in. If you do not have a cell phone, please knock on the inside front door and we will meet you there. At that point, your temperature will be taken with a no-touch thermometer and oxygen saturation will be recorded using a disinfected Pulse Oximeter. Those who do not pass the screening, unfortunately will not be allowed to enter the clinic.

- We will maintain a registry of individuals entering the clinic to allow for contact tracing if needed.

- **All visits to the clinic are by appointment only – no walk-ins, please.**

- We are requiring the use of masks for all doctors, clinical staff, and patients over the age of two, while in the clinic. Please bring your own mask with you and wear to your appointment. If you do not have a mask, one will be provided for you.

- We request patients to attend their appointment on their own unless a support person is needed or the accompaniment of a minor is required (let us know if so). As much as we love seeing you, please no families at this time.

- Everyone entering and leaving the building will be required to use hand sanitizer stationed at the entrance/exit. Every patient entering the clinical area from the reception is requested to put on disposable shoe covers available by the entrance.

- Please limit the personal belongings you bring into the clinic.

- Office hours will remain unchanged. Just as a reminder they are:
    - Monday 9AM – 5PM
    - Tuesday-Thursday 9AM – 6PM
    - Friday 9AM – 2PM

- Phones will not be answered between 1-2 pm Monday, between 2-3 from Tuesday to Thursday and after 2:00 PM on Friday. Please leave a message during those times.

- We will need to limit the number of patients in the clinic at any one time in order to enable physical distancing. Floor decals will be incorporated to guide and assist with distancing and we kindly ask that when possible, 2m/6ft of space be maintained between individuals.

- In some rare circumstances, teledentistry appointments may be used as an alternative to an in-person visit and you may prefer to have a virtual appointment if possible. We may recommend all or part of your examination to occur via this option in order to reduce contact time in the clinic, if so desired.

- Magazines, newspapers, toys, crayons and coloring pages have been removed and waiting room chairs have been marked off to allow for increased space between their use. However, we are striving to avoid the use of our waiting room at this time.

- Glass partitioning has been installed at main desk.

- Face shields and protective eyewear along with gowns, shoe covers and face masks will be worn by a doctor and clinical staff.

- A regular and frequent daily schedule of disinfecting high touchpoints in the clinic (door handles, debit machine, washroom taps and bars, etc) has been incorporated with approved CDC and Health Canada products against COVID-19.

- Disposable barriers covering high touch areas on all clinical and diagnostic equipment have been a standard at our office for a long time. All external surfaces on examination equipment, countertops, appliances, that come in touch contact with our patients or clinical staff will continue to be disinfected after each use. Disposable supplies will be used when and where required with our respect to the environment.

- We have obtained HEPA/UV purification machines for all rooms and sterilization area as the added benefit of protection and air exchange for entire clinical area.

- The High velocity air exchange ventilators have been installed in surgery rooms and entire clinic has been fitted with new HVAC/Air Exchange system with HEPA filtration

- Doors leading to each surgical and hygiene rooms are now in place. They will remain closed during each patient visit to limit the amount of aerosol throughout the clinic. Our rooms will have close to 30 air exchanges per hour, meaning that the air will be changed within the clinical rooms every 2 minutes.

- We have also taken the opportunity to freshly paint and scrub the clinic. We hope you will enjoy and appreciate all these changes when you visit us for your scheduled appointment.

It has been a long, but busy three months at the clinic. Collectively, we have done well in limiting the spread of this virus. With careful and thoughtful protocols, as the one listed above, we can continue to do so safely and still provide the great care and expertise that Langwinska Dentistry has given for 20 years to Brantford and Area's best patients. Looking forward to seeing you!

Dr. Agnes Langwinska and Staff