

Monday, August 31, 2020

To Each of our Valued Patients:

What a summer this has been! As I pause to write this letter to you, I am struck by the changes our world has seen and the challenges each of us have faced. **I want to sincerely thank each of you for your patience during this time**, as I know that difficulty in accessing the care you want and deserve has been frustrating. Be assured that we are working diligently behind the scenes to increase our availability to you as we move into the fall.

Following our gradual reopening beginning in late May, **we are very proud to report that the safety measures we put in place have been completely successful in preventing transmission of Covid-19 among our patients, staff, and their contacts**. We continue to rigorously implement and improve specific screening, cleaning, tracking, and patient care protocols designed to lower the risks from Covid-19. Again, I want to thank you for your patience as we take extra steps to ensure safety for all involved.

Our office is now open for routine dental care. We've expanded our operating hours, expanded the hours available with our Dentists and Hygienists, and refined our workflows to make it safe and easy for you to access us. Additionally, we continue to closely monitor updates and regulations from Dr. Bonnie Henry, WorkSafe BC, the CDC, and the College of Dental Surgeons in order to ensure your safety, the safety of our team members, and that of the community at large.

A few things to expect as we move into the Fall:

-Dental Hygiene Visits: If you or family members are due for a hygiene appointment, we will be reaching out to you to set these up. Our aim is to honor pre-existing appointments or make minor changes to mutually accommodate our schedules. If you don't hear from us, and would like to get in, please reach out!

-We've slightly modified our hours and schedule, so we'll be more available to you. I will be available 7:30-4, Monday to Thursday, while Dr. Erin Harvey will be available from 8:30-5, Wednesday to Friday. Our hygienists will be available from 8:30-5 Monday to Friday.

-We'll continue to ask you to participate in our COVID-19 Safety Plan, which involves:

- Screening questions to book an appointment and enter the office
- Touchless temperature checks, mask wear, mouth rinse, and hand sanitizer use upon entry
- On the day of your appointment, waiting in your car until we ask you to come in

As always, I am available to you for discussion of any concerns or questions you may have. Please reach out to me at gwessels@shawcable.com or give us a call at the office at 250-542-1045.

We look forward to reconnecting with you soon.

Wishing you the best of health,

Dr. Gary Wessels