



# Galleria DENTAL CENTRE

Tel: 519-439-2273 Fax: 519-439-5832



Dear Patients:

Life has been anything but normal this spring and we sincerely hope you and your family are in good health. We are happy to inform you that we are now able to once again provide dental care for you. The Ministry of Health has lifted the restrictions placed back in March. While many things have changed since then, one thing has remained the same: our commitment to your health and safety.

Our office has always followed strict infection control standards and in order to keep us all protected during this pandemic and in the future, we have updated our protocols. When we see you at your next appointment, things will be a little different.

- We will not have set office hours at this time. We will be running by appointment only until further notice. If you need to be seen please call ahead as we will not be doing in person appointment scheduling.
- We will ask some screening questions before your appointment and you'll be asked those same questions again when you arrive at the office and your temperature will be taken with a contact less thermometer.
- Our waiting room will have very limited availability at this time. If you require to use the waiting room we request that you make arrangements for this ahead of time. We will no longer have magazines or children's toys available as those items are difficult to fully disinfect.
- When you arrive you will find that the office doors will be locked and you will be asked to wait outside our office until your appointment time so please do not arrive ahead of time. We will be watching for you to arrive but seeing as we also have limited staff at time please be patient and we will be with you as soon as we can
- We have hand sanitizer that we will ask you to use when you enter the clinic. There are more dispensers around the office for you to use as needed.
- You will be requested to wear a mask in the office. Due to our limited supply, if you have your own mask we request that you please bring it with you to your appointment
- Please limit what you bring to the appointment in terms of bags and packages and we do ask as well that you try to limit the use of our washroom
- Appointments will be spaced out to allow for physical distancing between patients. That might mean less flexibility for scheduling your appointment, but it will also reduce the number of patients in the reception area at any one time.
- You may be surprised that we're wearing more protective gear – such as masks, face shields, gowns – than we normally do during your visit.

Rest assured, all these procedures are designed to create the safest environment for you, other patients and our team. We look forward to seeing you again. If you have any questions, please let us know. To make an appointment, call our office at 519-439-2273. Thank you for patience and loyalty throughout this ordeal. We value your trust and look forward to welcoming you back!

Sincerely,

The Team at *Galleria Dental Centre*

Dr. Tonya Matthias Dentistry Professional Corporation

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