

## COVID-19 Update

### Update June 1, 2020

Good news! Our office is open with limited business hours and ready to welcome you back by appointment only. **We are also proactively booking consultations via ZOOM. Call today to book an online consultation.**

Considering the current COVID-19 situation, we are offering one-time appointments to patients for all their procedures. You can come to our office for 4 full hours, during which we will do your consultation, take the preliminary records/measurements, and do the fitting, lab work, and re-sizing.

Since we have the whole office to ourselves, you can comfortably wait here while enjoying free access to Wi-Fi & chilled water. With a well-equipped on-site laboratory in place, there will be no back and forth for you, as we will do the moulding of the prototype and readjustment while you are here. By the end of the appointment, you will be walking away with a set of properly fitted, personalized dentures without having to wait for another visit.

Your well-being is our top priority. New precautions are being taken when it comes to your visit to our office. Many of these safeguards have always been a part of our practice. We have also taken extra steps in our practice to ensure additional protection when you come in for your next appointment.

Here are some of the changes you will notice when you come in for your next appointment:

- We have removed some chairs from our waiting area. It ensures our patients keep a safe distance apart.
- We will ask you a few screening questions before you come in.
- We are disinfecting and sanitizing all our clinical and non-clinical areas rigorously based on the latest guidelines.
- We are wearing personal protective equipment to protect all of us.
- We are using the latest technologies to ensure you are receiving the best possible procedures.

**If you have an emergency please call or email us, we are checking voicemails and emails regularly.**

For more information on safe hygiene practices, we are providing the following Health Canada link for your convenience:  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>

**Sincerely,  
Jennifer, Steve and Natasha**

