

303 - 1625 Oak Bay Ave, Victoria, BC V8R 1B1 

250-382-5233 

reception@elementsdental.ca 

www.elementsdental.ca 

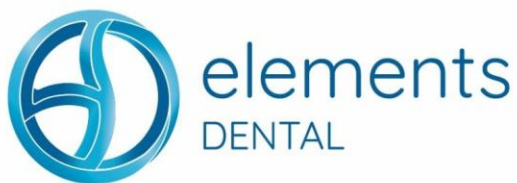
## **What We Are Doing to Keep You and Our Team Safe**

We are excited to have the opportunity to welcome you back! Based on new orders and guidelines from the Provincial Health Office, Elements Dental is open for all services in a conservative manner. Our office has always utilized personal protective equipment (PPE) and sterilization protocols that have exceeded regulations and guidelines. As a Holistic and Biological practice, we look beyond the industry standards to seek evidence-based science to enhance our treatments and safety. Over the past month, we have been doing research on the science of safety and implementing changes in the dental office. Therefore, we have instituted additional guidelines and protocols to ensure your safety as well as ours.

You will see many changes, as we have new ways of scheduling your appointments and managing your insurance and financial transactions. First, you will be contacted 48-72 hours prior to your appointment via phone, text or email; You will be asked a set of health-related/travel questions. It is REQUIRED that we complete this questionnaire prior to your appointment. **We will have to reschedule your appointment if we are unable to complete this step.**

Below is a list of some of the enhanced precautions we have taken to protect you in addition to extensive team training on infection control and patient management procedures.

1. You will notice that our waiting room will look different. There will be fewer chairs there will be outlines on the floor in order to maintain distancing. Plexiglass barriers on the reception counters have been installed for the safety of our office administrative staff. You will also notice multiple *Surgically Clean Air* Hepa and UV filtration units to clear out any virus, bacteria, mould, dust, allergens, and smells from the waiting room. We want you to feel safe and comfortable knowing that the air quality is of high importance for us. Should the need arise, we will be implementing a Virtual Waiting Room so that patients may wait in their car for their appointment to begin.
2. When you arrive, please cleanse your hands with the hand sanitizer located by the front desk. One of our office administrators will take your temperature using a touchless thermometer. We will be doing the same with staff members as they arrive for work that day too.
3. We ask that you arrive AND leave the office with a mask or face covering. If you don't have any, you will be given one.
4. With rare exceptions, all patients will need to be in the dental procedure room ALONE with the dental team. Parents, guardians, and caretakers will need to remain in the waiting room or car until the appointment is complete.



303 - 1625 Oak Bay Ave, Victoria, BC V8R 1B1 

250-382-5233 

[reception@elementsdenal.ca](mailto:reception@elementsdenal.ca) 

[www.elementsdenal.ca](http://www.elementsdenal.ca) 

5. In the treatment room, you will notice another Hepa 13 rating filtration unit that helps cycle the air in the back room every 4 minutes. Some treatment rooms will have plastic barriers around them.
6. All team members will be wearing surgical gowns, face shields, visors, hairnets and foot covers.
7. We will be introducing a stronger pre-treatment anti-bacterial/viral rinse for all patients to minimize the risk of germs spreading.
8. We will require hand washing and hand sanitizing before AND after all appointments by our team AND by our patients. Hand sanitizers will be available throughout the clinic.
9. We have enhanced all of our operatory disinfection procedures before and after all appointments. We have even added a non-toxic mist or fog to access hard to reach places such as computers, keyboards, telephones, tablets, chairs, and door knobs.
10. The temperature and lung efficiency (using an O2 oximeter) of every patient will be recorded at the beginning of the appointment.
11. We will be providing longer appointment times in order to prepare and complete all appointment tasks and duties in the safest and most comprehensive manner. We are also trying to minimize the number of visits you need to make to our office. Payment arrangements will be made in advance to avoid delay and allow contactless exit from the appointment.
12. We have removed all magazines and unnecessary items that can harbour or transfer germs of any kind. In their place will be posters with information on combating COVID-19 and the like.
13. We have introduced additional suction and isolation equipment to reduce or eliminate airborne aerosols during all dental procedures.
14. We will be providing teledentistry services for pre-treatment consultations and post-procedure follow-ups through Zoom, Facetime, Skype or other video conference platforms. Virtual consultations reduce the duration of your appointment and the need for you to make additional visits to our office.

Warm regards,

The Elements Dental Family