



COVID-19 PRECAUTIONS

Yes, we are open and excited to see you again. Safety has always been and will always be the number one priority for PDG Pediatric Dentistry & Orthodontics. We have worked hard to implement new COVID-19 policies and procedures, and we remain committed to providing our patients with the best possible care in the safest possible way.

PDG needs your help to continue to provide a safe environment for your family and our staff. Please take some time to read about what you can expect to be different with the safety measures we have implemented:

WHAT HAS CHANGED:

Screening Process/Check In

- It is preferred that only children and their primary caregiver come to the appointment. If there are any issues with daycare, or with needing to bring siblings, please indicate this to your receptionist.
- Our office will communicate with you beforehand, via a phone call or email, to ask screening questions that address common COVID-19 symptoms as we are not currently treating COVID patients in the clinics.
- When you arrive, you will need to ring the doorbell and wait for staff to bring you into the office so that we can maintain social distancing with all of our patients and caregivers.
- Upon check-in, we will again complete a COVID-19 specific pre-screening checklist with you. You can download the PDG Screening Form by clicking [here](#) and bring it with you for a faster experience.
- Plexi-glass has been placed at our reception counters. Therefore, you may be asked to speak a little louder.
- We have staggered appointments to allow for social distancing upon check-in. Arriving ahead of time is no longer required as we would like to check you in and seat you upon arrival after screening.

- The patient's temperature will be taken (with a no-touch thermometer) as well as anyone accompanying the patient.
- Please ensure everyone in your party has a mask or face covering when arriving for your appointment.
- We have set up hand sanitization upon entry for your convenience and require hand hygiene by all who enter our office
- As we have limited space in our clinics, we are trying to minimize the number of people in our clinic. When possible, we ask only the patients enter the clinic area for treatment. Caregivers can wait outside of our offices and we will contact you once the appointment is finished. If for any reason you feel the need to be near your child during a visit, please let us know.
- For your safety, our offices no longer provide sources of entertainment for the children to help reduce the spread of the virus.

Sterilization and Disinfection

- We practice recommended infection control measures as directed from the College of Dental Surgeons (CDSBC), as well as the Centre of Disease Control BC (CDCBC), and the British Columbia Dental Association (BCDA).
- In addition, we are following WorkSafeBC guidelines with respect to the two-step cleaning routine (clean and disinfect) of all our high traffic areas throughout the day.
- Our staff adhere to the highest standards of proper hand hygiene. We have also posted hand hygiene reminders for all those who enter our offices.
- We continue to work on improvements efforts in our Heating, Ventilation and Air-Conditioning (HVAC) systems and the airflow exchanges to reduce any aerosols that may linger in the air
- In addition, to minimise aerosols within our clinics, we use the DryShield Isolite system as well as Dental Dams. We have also invested in additional systems such as the GoldenDent HVE, Xuction, and are continually monitoring new methods introduced to the market.

PPE

- Upon entry, our greeting staff will be wearing a mask and eyewear (prescription or clinical grade), and they have the option to wear gloves, face shield and/or a gown
- All clinical staff are required to wear gloves, surgical mask and eyewear (prescription or clinical grade). Enhanced PPE is available whenever required.
- All other team members will be wearing a mask while in the office at a minimum.

OTHER

- Any staff member experiencing cold or flu-like symptoms (fever with either cough or sore throat, muscle aches) are required to stay home.
- Our staff are required to change into their work attire onsite in the mornings, as well as change prior to leaving the facility at the end of the day.
- PDG staff are required to wash their hands, take their own temperatures, and sign a screening form daily prior to coming to the offices.
- Our team is required to self-monitor and remain alert to any respiratory symptoms (e.g., cough, shortness of breath, sore throat) and temperatures, regardless of the presence of other symptoms whether consistent to COVID-19 or not.

Thank you for your trust!

Sincerely,

PDG Pediatric Dentistry & Orthodontics