

Dear Mercer Street Family,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months and we are happy to have resumed our services this summer. While many things have changed, one thing that has remained is the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. We follow infection control recommendations made by the Ontario Ministry of Health and the Royal College of Dental Surgeons of Ontario, our governing body. In order to keep our patients and staff even safer going forward, we have made improvements to our office that go above and beyond recommendations.

Here are some of the changes and investments we've made to protect you:

- High Efficiency Air filtration – You will notice the addition of glass walls and glass doors. This allows the Amaircare negative pressure filtration system, and the Surgically Clean Air system that we've implemented to work optimally. These systems are hospital grade particle filters. There are approximately 40 air changes per hour.
- Staff training to implement COVID-specific infection control.
- Our office will communicate with you before your appointment to ask some screening questions.
- We'll send you a text or email with a link to a COVID screening questionnaire two hours before your appointment.
- We ask that you arrive at your appointment time with a mask, or you'll be supplied with one.
- We ask that you sanitize your hands at entering and exiting the office.
- Shoe covers to be supplied and worn once you've entered.
- Appointments will be managed to allow for social distancing between patients and to reduce the number of patients at the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we've taken to keep you and everyone safe in our practice.

To make an appointment, please call our office or email us:

[info@mercercstreetdentistry.com](mailto:info@mercercstreetdentistry.com)

[416 205-0029](tel:4162050029)

With warm regards,

Dr. Sara Hansen and your Mercer Street Dentistry team.