

## COVID-19 Safety Protocol

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

Providing a clean environment with careful attention to detail has always been a top priority at Vancouver Smile Studio. In light of the current pandemic, we have instituted additional guidelines and protocols recommended by the BC College of Dental Surgeons, the BC Centre for Disease Control, and WorkSafe BC, to provide you with a safe environment.

We appreciate your cooperation in following these protocols to keep everyone safe and healthy. **Please read through the following so you know what to expect at your next visit:**

#### Prior to your appointment

- We will email you a **Pre-appointment Screening Form** containing a series of health-related questions. Please complete this form online 24-48 hours before your appointment. **If we do not hear from you in this timeframe, we will need to reschedule your appointment.** You will be asked the same questions when you come in for your appointment.

#### The day of your appointment

- Please arrive 2 minutes prior to your appointment time. This is to minimize patient contact.
- Please leave any unnecessary personal items (i.e., bags, purses) at home if possible.
- Please arrive alone unless you need assistance attending your appointment.

- The elevator will be restricted to those with mobility issues and there is a one way traffic flow in and out of the building.
- Please wear a face mask
  - To prevent any potential spread of respiratory droplets, all team members will be wearing masks and we ask that you do the same. If you forget your mask we can provide one for you.
- Please use our hand sanitizing station as soon as you enter the office.
- If you need to use the rest rooms they no longer require a key
- As an additional screening measure, your temperature may be taken
- You will be asked to use a pre-rinse to decrease germs

#### **At the end of your appointment**

- Please use the touchless faucet to wash your hands or hand sanitizer provided.
- Contactless payment - we will be taking credit cards manually or tap is also available up to \$250 for Visa and Mastercard.
- Once you exit our office, please follow the arrows to exit the building via the back door.

#### **Additional Measures we have implemented for safety:**

- Staggered appointment times to ensure social distancing between patients

- Removal of upholstered furniture and extraneous items from waiting area
- Enhanced disinfection procedures of all operatory surfaces between patients
- Enhanced disinfection procedures of all common areas/fixtures.
- Enhanced nightly disinfection procedures of equipment and office fixtures like computers, keyboards, telephones, chairs, doorknobs.
- Additional protective equipment for doctors and team members
- Protocols to reduce or eliminate airborne aerosols during all dental procedures
- Installed plexiglass shield at reception desk

We are excited to see the friendly faces we have missed around our office! We have missed you and missed what we do!

Stay safe, stay smiling,

Dr. Leslie Gallon, Dr. Tamara Gallon  
& the Vancouver Smile Studio Team