



CENTENNIAL DENTAL
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To all our Valued Patients:

At Centennial Dental, we remain committed to doing our part in minimizing the spread of the Coronavirus, COVID-19. As healthcare professionals, we continue to follow well-researched, scientific public health advice to help limit infections and slow the spread of COVID-19. We're excited our governing body has lifted our Emergency Only order and we have been seeing patients again as of June 8, 2020. Rest assured, your safety, and the safety of our dental team, is a top priority. We will continue to follow all RCDSO, ODA, CDHA and province specific recommendations regarding personal protective equipment and the sterilization of instruments, surfaces, and workspaces to protect our patients and staff members. We are also taking extended measures to further protect all our patients and team with the following protocols:

- Pre-screening all patients as we confirm appointments and prior to entering the facility
- Asking everyone to wear a mask – for everyone's safety (City of Hamilton By-Law 20-155)
- Social distancing – by asking you to remain in your car or outside the office until your appointment time (we will allow only the patient into the office unless the patient needs accompanying by a parent or caregiver)
- Upon entering the office, you're temperature will be recorded and you'll be asked to sanitize your hands and complete a COVID-19 risks acknowledgement
- At the beginning of your appointment, you'll be asked to pre-rinse with an anti-viral mouth rinse
- We have added air purification equipment to limit aerosols in the treatment rooms
- We sanitize common areas after each patient with anti-viral wipes and sprays
- Walk-in appointments are not accepted at this time – please call us to book a visit

If you had an appointment scheduled during our closure, we will be reaching out to you to get your appointment rescheduled. If we've already rescheduled your appointment, we'll be reaching out to confirm your appointment and advise you of some new protocols we've put in place to ensure you and our dental team are protected. We encourage everyone in our community to continue to take steps to minimize the spread of the virus, as directed by the all governing bodies.

If you are ill or not feeling well, please call us to cancel your appointment and self-isolate. If you develop symptoms of fever, cough, sore throat, runny nose, headache, please get tested and self-isolate. Please call **Hamilton COVID-19 Hotline 905-546-7970 x7970** or **Telehealth Ontario 1-866-797-0000**.

If you have a question about an upcoming appointment, please contact us or visit our website for further details: www.dentalcentennial.com

We look forward to seeing you again!