



COVID-19 PROTOCOL

At King27 Dental, we feel very privileged that you've entrusted your care to us.

We take our role as members of the community seriously and want to share the protocols we've put into place so as to ensure the health and safety of our patients, team, and community, while still providing the same personalized care and experience you've come to expect.

PROVIDING A CLEAN, SAFE, AND COMFORTABLE ENVIRONMENT

We will be seeing patients by appointment only and we will be operating at reduced capacity with increased time between appointments in order to maximize safety. Social distancing will be maintained except when treatments do not permit.

Additionally, you will notice that enhanced measures have been put into place. Doors will be locked and entry will be controlled by a team member assigned to greet patients and visitors; seating restrictions in the waiting room will be marked; rooms, as always, will be sanitized between patient visits; and team members will be wearing masks and/or face shields when interacting with patients. These are but a few of the measures we've put into place in addition to the standard sterilization of equipment and office cleaning.

FORMS

If applicable, registration and other forms must be completed, signed and sent back to the office **BEFORE** your appointment. We prefer that you send completed forms back to us via email. If you have any questions about the forms, please contact us at (905)303-1231 or by email.

If you are unable to send the forms back via email, please print and complete them and bring them with you to your appointment.

CONFIRMING YOUR APPOINTMENT

We will contact you prior to your appointment to confirm your booking. If we are unable to reach you, we ask that you call us to confirm your appointment by no later than 1 business day prior to your scheduled date and time.

PREPARING FOR YOUR APPOINTMENT

1. You are **REQUIRED** to wear a face mask or covering before entering the clinic. Please bring a personal mask from home as we will only have a limited quantity available onsite.
2. We will only be accepting VISA, MASTERCARD or DEBIT at this time. **NO CASH** will be accepted.
3. Arrive no more than ten minutes before your booked appointment, as designated waiting areas will be significantly reduced. If you arrive early, please wait in your vehicle until we are ready for you.
4. You must attend your appointment alone. Friends and/or family members will not be permitted, with the exception of caregivers and guardians.
5. Outside food, drinks, magazines, newspapers or other materials will **NOT** be permitted in the office. Serving of beverages, magazines and literature will also be unavailable in order to maximize safety.
6. Please make sure you have emailed or printed all completed forms **BEFORE** your appointment.



ARRIVING AT YOUR APPOINTMENT

1. Please call the office when you arrive in our parking lot and a team member will inform you when to come to our office door. You can reach us at (905) 303-1231.
2. We will ask you a series of COVID-19 Screening questions.
 - If you answer YES to any of the screening questions we will CANCEL YOUR APPOINTMENT and recommend you self-isolate for 14 days from the start of any symptoms, get tested, and seek medical attention.
A face mask or covering is required before entering the clinic
You will also be required to disinfect your hands with hand sanitizer for a minimum of twenty (20) seconds.
3. Your temperature will be taken at the entry to our suite by a team member who will use a contactless, infrared thermometer. If you have a temperature $> 37.8^{\circ}\text{C}$, we will cancel your appointment as above.

UPON COMPLETION OF YOUR APPOINTMENT

1. We will book your next appointment either in the room, or a team member will direct you to the check out desk where you will be provided with a preferred date and time for your next appointment.
2. Once your appointment is complete, a team member will guide you to the exit.

WE ARE DEEPLY GRATEFUL FOR YOUR SUPPORT AND UNDERSTANDING DURING THIS TIME

Although essential, we recognize that the changes to the King27 Dental experience are significant. We remain committed to providing an experience that is unparalleled, despite the temporary modifications we've made to our protocols. Our team will be working diligently to accommodate changes as they arise and we will continue to assess the situation as it evolves, always putting safety first.

In the meantime, we encourage you to keep healthy, stay informed, and follow the advice of public health and government officials. Take care of yourself so that you can take care of your loved ones.

We look forward to serving you with the highest level of care you've come to know and with safety at the centre of all that we do.

The King27 Dental Team