



sundentalcentre

COVID-19 OFFICE RE-OPENING!

May 20, 2020

To our Sun Dental Centre community:

We sincerely hope that this letter finds you and your family in good health during these unprecedented times. Our Sun Dental Centre team has officially hung up our baking aprons, relinquished our homeschooling duties, and have been hard at work, gearing up for our safe return to normalcy in our new normal. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority in our practice; our office continues to follow the most up-to-date infection control recommendations made by the College of Dental Surgeons of BC, the BC Centre for Disease Control and Prevention (BCCDC), and WorkSafe BC.

Due to the continuing global COVID-19 pandemic, dental appointments will look very different for the foreseeable future. We have fully implemented social distancing protocols, and enhanced our Personal Protective Equipment standards; we've added double patient screenings, daily staff screenings, consent forms, and office signage. Increased disinfection, sterilization, and sanitization will be carried out by staff throughout the day. All these changes, though different from what you may have been used to, are being done to prioritize your safety, along with that of our staff, of all of our families, and that of the community-at-large.

From June 1st, 2020, our administrative team will be available during regular office hours to take your calls, and our clinical team, ready to tend to your dental needs — under strict new provincial and regulatory guidelines. We will post new information up over the coming weeks, including a new pre-appointment COVID-19 checklist to help you plan for your appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 604-944-4616 or email us at info@sundentalcentre.com. We ask for your patience as we navigate through these new changes, and address the backlog of patients resulting from more than 2 months of closure. Please note that we are currently on slightly reduced office hours to accommodate new requirements, increased disinfection and sanitization protocols, and for enhanced team training — this will improve as we gain efficiency in applying our new processes. Safety is the foremost priority.

Thank you for being a part of our practice — we have truly missed seeing your smiles! We value your trust and loyalty and look forward to seeing you — our valued patients, neighbours and friends — all again!

Sincerely,

Dr. Melody Sun, Dr. Tracie Tanaka, Dr. James Vu, and the Team at Sun Dental Centre