



May 26, 2020

Dear CJPDO Family,

We miss your children and their smiling faces! We hope this letter finds you and your family in good health. As parents ourselves, we recognize the unprecedented impact that COVID-19 has had on our children's lives. We empathize with the changes and uncertainty they have faced – whether it be changes to their daily activities often taken for granted, like a trip to the park or a high-five from a friend at school, or missed milestones like prom or graduation. While many things have changed, one thing has remained 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. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the US Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the recommendations of these agencies closely so that we are up to date on any new rulings or guidance that may be issued.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You will be asked those same questions again when you are in the office and temperatures of anyone entering the office will be taken.
- We ask our parents to park, call to check in and wait in their car for us to welcome you.
- Only one parent per child will be permitted to enter the office for young children and special needs patients. Older patients are asked to come into the office unaccompanied.
- We ask our patients and parents to wear masks and hand sanitize when entering the office.
- Appointments will be managed to allow for social distancing between patients.
- Staff members will be wearing additional personal protective equipment including N95 masks, surgical gowns and face shields for certain procedures.
- The brushing station will be closed, and patients asked to brush before their appointments.
- Tokens will not be given out at this time.

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 our patients safe in our practice.

Thank you for your continued support and for choosing us as your child's dental provider. We value your trust and loyalty and look forward to welcoming you and your children back to our practice.

Sincerely,

Dr. Backhaus, Dr. Overcash and the CJPDO team