



Welcome Back!

April 27, 2020

Dear Brecksville Kids Dentistry Family,

I apologize in advance for this longer email! There is a lot to say as we navigate our new normal. As novel coronavirus (COVID-19) diagnoses continue to increase around the world, we are committed as always to providing a safe and hygienic environment for our patients and team. Brecksville Kids Dentistry is committed to providing a warm and friendly dental office while maintaining the highest standard of care. We believe passionately about providing this type of care to your children and being your family's Dental Home. We know how much your children mean to you and we miss them so much! Updates may change day-to-day but currently, we are scheduled to open this Friday, May 1st, 2020.

We are very grateful for your patience while we make changes to how we interact with our patients. We are continuing to provide the same exceptional level of care that you have come to expect for all our patients. We have been busy readying the office for the patients to return. We have undergone a deep cleaning, installed glass partitions, have air purifiers with UV sterilization lights in all the rooms and have established new cleaning protocols to protect your family. Infection control has always been a top priority for our practice and you may have seen this during your visits to our office.

In addition, those that are providing care for your children are healthy too. We will be mandatory health screenings before team members start work every day.

We will be personally calling to confirm your appointments between May 1st-15th, 2020. We will be able to answer any questions that you may have and discuss how our new procedures will work.

Please be prepared to only bring the scheduled child into the office with one adult for their appointment. We will ask that you call us when you are in the parking lot prior to coming into the building. At the door, we will be taking temperatures of those that enter the office with a non-touch thermometer along with asking some basic health questions. If you and your child, have a mask, please wear it into the office. Your child will be seated immediately in the dental chair and there will be very little waiting in the waiting room.

You are still welcome to come into the operatory with your child for treatment and we encourage this!

Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time. In addition, we will be adding appointments to our schedule to accommodate the appointments missed during the time that we were closed.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

One of the biggest things that we are concerned about is the increased use of personal protective equipment. With the help of our dental suppliers, we have been able to acquire the equipment necessary to treat your family. This includes gowns, masks and face shields. However, I do not want to scare any of the younger children. This is why Balto will be returning with us on Monday, May 4th! Balto will be there on Monday mornings, Tuesdays and Thursdays.

Our children are incredibly important to all of us. They provide us joy and unconditional love especially during difficult times in our lives. They love without limits; they care without judgment. When a child looks in your eyes, they see a hero. We are here to help you care for them. To us, caring for your child is not a job. It is our calling in life. It is who we are and who we were meant to become. From all of us here at Brecksville Kids Dentistry, we wish everyone good health. Stay safe.

Warmest regards,

Dr. Jen