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We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your family's safety and dental health of your child.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office in the past. Our infection control processes are made so that when your child receives care, it's both safe and comfortable. Our practice 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 do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

Beginning May 4th, our practice has been cleared to return to providing dental and orthodontic care to our patients. So many of our patients had their regular check up appointments, and treatment appointments disrupted by the 7 weeks that dental practices were mandated closed by the governor in response to COVID-19. During this time, we were able to treat dental emergencies and patients with essential dental treatment needs. We were also able to make sure our offices were cleaned and disinfected thoroughly. We proudly welcome your family back into our offices. You and your child may see some changes when it is time for your next appointment. We made these changes to help protect our patients and team.

- If anyone in your family has had a fever, cough, shortness of breath or any other COVID-19 symptom in the last ten days please give our office a call to reschedule this appointment.
- If you, your child, or anyone in your household has had known contact with anyone who has tested positive for COVID-19 in the last ten days please give our office a call to reschedule this appointment.
- In order to minimize the number of people in our offices, we ask that only one parent/guardian accompanies the patient to the appointment. We also ask that you only bring children into our offices who have an appointment.
- **It is required that each parent/guardian and child over the age of 2 bring a face covering or mask to wear while in our offices. If you do not have a mask or face covering, we have a limited amount each day to provide to patients and parents who do not bring one. Only those with diagnosed health conditions that prevent them from wearing a mask will be exempt from wearing a face covering. If that applies to you, please notify a member of our team when you arrive, and we will provide specific accommodations to your health condition.**
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the offices to use as needed.
- We will be taking the temperature of all patients, parents and our team and doctors upon entering the offices. This will be done in the reception area via a forehead or infrared thermometer. If anyone has a temperature higher than 100.4, they will be asked to reschedule their appointment.
- Please maintain social distancing from other patients and parents throughout our offices, including while in the reception and front desk areas. If you wish to wait in your car or outside while your child is being treated, that is perfectly acceptable. Please let your child's dental assistant know if you plan to do so.
- You may see that our reception area will no longer offer magazines or toys since those items are difficult to clean and disinfect.
- Our entire team, including our administrative team, will be wearing masks throughout the day. Please discuss this in advance with your younger children so they will not be surprised by this difference. There is

no substitute for a big smile, but our team will make sure to remain very vocal with all of our patients, so they know it is still our warm, happy team who are treating them.

We look forward to seeing you again very soon and are happy to answer any questions you may have about the steps we take to keep your child safe in our practice. To make an appointment, please call our practice at 904-264-KIDS or visit our website at 264kids.com. If it is your preference to schedule an appointment by e-mail you may do so by e-mailing us at info@264kids.com.

Thank you for being an important part of our practice. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.