

We hope this letter finds you and your loved ones in good health. Our community has been through a lot over the last few months, and we are all looking forward to resuming our “new normal” habits and routines. The Alberta Government and the Alberta Dental Association and College have allowed dentists to resume practice under specific guidelines. 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 procedures are made so that when you receive care, it is both safe and comfortable.

You may 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 hours have changed and we are open longer hours in order to reduce the number of staff and patients in the office at any one time. Our new office hours are listed on our website.
- You are encouraged to download and fill out the patient healthcare screening form on our website at www.countryhillsdental.com and bring this form with you to your appointment. All patients are required to fill out this form before their treatment.
- We encourage you to bring a mask to your appointment.
- We encourage you to use the washroom at home before your appointment and refrain from using the patient washroom unless absolutely necessary.
- We have hand sanitizer that we will ask you to use when you enter our office. We will also take your temperature when you arrive for your appointment.
- Appointments will be managed to allow for physical distancing between clients. This might mean that you are 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 reduce the number of patients at the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you and every patient safe in our practice. To make an appointment, please call us at 403-226-1809.

Thank you for supporting us. We value your trust and loyalty and look forward to welcoming back our neighbors and friends.

Yours truly,

Dr. Tim Begalke and Dr. Jamie Wallace
and Associates