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To our wonderful patients and families,

We hope this letter finds you and your family in good health during these difficult times. As with everyone in our community, we are trying to figure out what the new normal will be. While many things have changed, our commitment to providing your child with the best care possible remains the same. We are closely following guideline updates from the Center for Disease Control (CDC), American Dental Association, the California Department of Public Health, and the county of San Luis Obispo in order to keep you, your families, and our staff safe. With all this in mind, we are happy to announce that we have reopened our operations on a cautious and limited basis, while adhering strictly to the published guidelines for safe dental treatment.

We want to let you know about the changes we have made to our office protocols to keep everyone safe. We have always held ourselves to an extremely high standard when it comes to infection control and standard precautions, and now we will be increasing our measures. These are the changes we will be implementing.

- When you arrive, we ask that you wait in your vehicle with your child until a staff member comes to invite you into the office. Please text or call us at (805)-592-2020 when you have arrived.
- We are staggering appointment times and reducing the number of patients per day to minimize traffic in the office.
- We will be screening everyone for COVID-19 symptoms, including you, your child, and our staff, prior to arrival at our office and before entering the clinic.
- We will take the temperature of you and your child prior to being seated in the dental chair.
- We are requiring masks to be worn for any persons entering the office. If possible, please wear your own masks for you and your child.
- It is preferable that only your child come in for their procedure; however, if your child is very young or anxious and needs a parent present, we will allow one parent. At this time we unfortunately cannot accommodate additional individuals into the office (including a second parent, siblings, etc.)
- We will supply a mouth rinse to be used by your child prior to any dental procedure. If your child is too young to spit, this will not be required.
- We will ask your child to wash their hands upon entering the office. Our toothbrushing station has become a handwashing station!
- We have installed barrier guards to separate you from our front office staff.
- Checking out will either be done remotely by phone or through the barrier with our staff with no contact.
- We will be using new PPE, including N95 masks, gowns, face shields, and eye protection.

- We have new air filtration units in each room that will cycle the air completely and remove 99% of all virus particles in minutes.
- We have temporarily removed all magazines, toys, and other items from the office to prevent cross-contamination.
- As always, our instruments are sterilized after each use, or discarded if disposable.
- The disinfectant we use is EPA-regulated and kills viruses, bacteria, and other pathogens in 1 minute.

Our “new normal” is sure looking strange! Please understand that our new protocols are being taken out of an abundance of concern for the health of you and your child, as well as that of the other patients in our office, our staff, and any public with whom you may come in contact. If your child had an appointment that had to be postponed due to the shut-down, we will be contacting you as soon as possible to reschedule their appointment. We will make every effort to contact and accommodate you; however, please understand that due to our large backlog, this will take some time and it may take a few months before we are all caught up. In the meantime, you are welcome to call our office at any time to see if there are any last minute openings available.

In addition, if your child already has a scheduled appointment in the next few weeks, we may be calling to adjust your appointment time in order to keep up with social distancing. As always, if your child has a dental emergency or is in pain, please give us a call to let us know what is going on.

Please reach out to us if you have any questions or concerns and please stay connected with us through [Facebook](#) and [Instagram](#), email or phone. These are trying times for all of us, but together we will come out stronger.

Sincerely,

Dr. James Forester, Dr. Kristine Fu-Shue and Your Coastal Pediatric Dentistry Team