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March 16<sup>th</sup> 2020

Dear Patients,

As you are well aware, the current COVID-19 pandemic is affecting every one of us.

As such, our governing college, the RCDSO, has just released a statement (on March 15, 2020) to all dentists in the province of Ontario recommending that dental/oral surgery offices close for all elective procedures immediately and remain closed until at least the first week of April. The exact date is yet to be determined and could last until May.

In keeping with this recommendation, effective immediately, Periodontal Associates will now be closed. Non-emergency surgical care and evaluations will be delayed in an effort to mitigate the risk of exposure and disease spread in our community.

All appointments, including but not limited to Hygiene appointments, follow-ups, and periodontal procedures have been cancelled and will be rescheduled when the RCDSO suspension has been lifted. This was an extremely difficult decision, and we appreciate your understanding and support as we move forward in the way we feel we can best serve our community.

If you have a dental emergency, and you cannot reach Dr Touchan by email promptly, please contact the Ottawa Dental Society at (613) 523-4185 and they will direct your call.

Should you need to correspond with Dr Touchan, please email him at: [supply@periosandyhill.com](mailto:supply@periosandyhill.com) (for our Friel street location) or [info@periocentertown.com](mailto:info@periocentertown.com) (for our Metcalfe street location).

Emails will be checked and responded to periodically. Pre-screening over the phone or email will be required in order to assess the level of the dental emergency. Please provide a photo (taken with your phone) so he can give you the best way of handling your situation within the current guidelines put forth by the Dental College.

All phone messages will be checked when we return to the office. Please note, we will not be making any changes to existing appointments or rescheduling cancelled appointments until we are certain of our return to work.

We thank you for your patience and understanding during this uncertain time.

Sincerely, Dr. Nawar Touchan and the Periodontal Associates team.