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March 20, 2020 .

To our patients and members of the community;

UPDATE :

We continue to remain closed aside from urgent and emergency care. This is to protect our community and comes at the recommendation of the BC Provincial Health Officer and the College of Dental Surgeons of BC. **Please call 250-551-0634 if you have urgent needs and feel that you are experiencing a dental emergency.**

As the COVID-19 pandemic continues we are taking all necessary steps to mitigate risk. Therefore we will continue to postpone all scheduled appointments. If you had an existing appointment we will contact as soon as we are ready to reschedule. Unfortunately we do not have a timeline as to when we anticipate returning to regular operations. Rest assured that we are tracking all current and upcoming appointments and will make steps to reschedule them in a timely manner when we return to full capacity.

Again we want to remain available to our patients when they need care. Please call us if you are having any concerns. **We will respond to all urgent and emergency needs.** We will perform a risk assessment and, if safe, arrange for urgent treatment. We have also have the ability to do video conferencing if we feel this to be effective in assessing your needs while also maintaining the social distancing that is so important at this time.

We are all in this together and need to do our part to get through this as quickly and safely as possible.

Again thank you for your understanding in these difficult times.

Sincerely,

Dr Kelly Kosheiff and staff at Kootenay Lake Dental Clinic