



8 June 2020

Dear Patient:

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 that has remained the same: our commitment to your safety.

Infection control has always been a top priority for our Dental Hygiene Program and you may have seen this during your visits to our dental hygiene clinic. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you that our dental hygiene clinic follows infection control recommendations made by the American Dental Hygienists' Association, the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA) and Goodwin University Reopening Committee. We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes at your next appointment session. We made these changes to help protect our patients and staff. For example:

- Students, staff or faculty will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the dental hygiene clinic.
- We have hand sanitizer that we will ask you to use when you enter into the reception area.
- You will see that our waiting room will no longer house any reading materials, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. This may mean having to wait in your car and telephoning into the clinic to alert us to your arrival.
- We will be taking your temperature when you enter the building as well.

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 clinic. To make an appointment, please call at 860-218-1800 or fill out our [appointment request form](#).

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,
Christine Walsh
Program Director