



Date: March 12, 2020
To: Our Patients and Family
From: TCPD Management Team
Re: **Coronavirus - Our commitment to YOU**

First, thank you for being a valued patient of Tendercare Pediatric Dentistry (TCPD).

At TCPD, the safety and well-being of our patients and employees is always our top priority. We understand that the rapidly evolving situation with the coronavirus (COVID-19) can be unnerving, with new information coming to light daily, and even hourly. We are closely monitoring these real-time developments and looking to experts such as the Centers of Disease Control (**CDC**) and the World Health Organization (**WHO**) for guidance. As a result, we have taken several actions to ensure we are keeping your well-being front and center. You have our personal commitment that we are doing our utmost to protect you and the rest of the TCPD team.

WHAT WE'RE DOING

We have taken a number of steps to serve you better during this time:

- *We are requiring all TCPD employees who are feeling ill or personally suspicious of being contagious to stay home;*
- *We have enhanced our daily facility sanitation and maintenance as well as all work equipment;*
- *Our team is conducting more frequent handwashing – including minimizing touching of handles and non-essential work equipment; that is – be intentional of avoiding workplace transfer of germs*
- *We continue to follow OSHA regulations in running the TCPD practice which are very much aligned with that of doctors' offices and hospitals.*

WHAT YOU CAN DO:

- When arriving at your appointment, we will provide patients and family members an opportunity to wash and sanitize their hands upon request;
- If we witness a cough by a patient or family member – we will insist that they remain in the waiting room; and if that is not an option, request that they put on a mask to accompany their child for treatment.

Our team is always here to help answer questions, address any concerns and help withstand volatile times.

Rest assured, we'll continue to monitor the situation closely. In the meantime, we also recommend continuing to follow the guidance of reputable advisories such as the [CDC](#) and the [WHO](#).

Thank you again for being a valued patient. We are truly a “TENDER CARE” FAMILY!