

Welcome back in the Covid19 era

Thank you for your patience and understanding during these unprecedented times. We have been following all protocols and procedures thus far to ensure your health and safety, and will continue to do so. AesCert™ Guidelines have been established for aesthetic medical practices, which we will adhere to through the next many months, with specific modifications which are unique to our practice setting.

In preparation for your upcoming visit, the following details should help ease you through the process, particularly by explaining what you might expect. Your visit should still be as enjoyable as ever, while maintaining best practices to maximize safety for all. Please remember, these steps have been instituted for everyone's sake, so thank you in advance for your assistance in creating a safe space.

1. Upon booking your appointment, Judy will be reviewing a Wellness Screening Checklist with you over the phone. If preferred, a copy is attached to this letter for review, initials, and can be sent back to Judy in order to proceed with the visit.
2. Within 24 hours of your visit, contact must be made to confirm there are no changes in your health status. Judy will call you to ascertain your wellness.
3. PLEASE, do NOT come to the office if you experience ANY of these symptoms of Covid19, or have been in contact with anyone who is known to be infected; cough, fever, shortness of breath, muscle aches, chills, diarrhea, fatigue, or feeling unwell.
4. Please arrive at your visit promptly and come alone. Bring as little with you as possible, leaving coats, bags, and parcels elsewhere. Minimize jewelry and accessories, especially scarves.
5. Keep your phone hidden, and refrain from using it while at the office.
6. We recommend entry to 1081 Carling from the East, by the less-travelled Parkdale door. Entry to Suite #701 can be by the elevator or the stairs. All elevator riders are requested to wear a secure mask. Climbers are encouraged to take the eastern stairwell, fully masked, and then rest at the top of the stairs, allowing their respiratory rate to return to normal before entering the office.
7. The suite door will be slightly ajar, so there will be no need to touch the door handle.
8. A station at the entry will be set up for you and your protection. You will be asked to remove your footwear, cleanse your hands with our high-alcohol content sanitizer, put on a new, triple-layered mask, and don vinyl gloves, all of which will be provided to you and which you will wear throughout your visit. Masks will only be removed if required for aesthetic treatments to the lower facial region.
9. A seat in the reception will be designated for maximal social distancing.
10. When advised, please proceed to the treatment room, which will have been fully cleansed with anti-viral/antibacterial solutions beforehand.
11. Dr. Dover will be wearing an N95 mask, protective glasses, a transparent face guard, gloves, and clinic-specific clothing. These are for her protection, as well as yours. Judy will also be in full protective gear.

12. Only disposable materials will be used in the treatment area. Blankets, towels, face clothes and pillows will be de-commissioned for now.
13. Please understand we will do everything possible to ensure your aesthetic needs are fulfilled, in a timely fashion, so as to maximize health and safety. Please inform Judy before your visit of all procedures required, including skin care product requests, to streamline your visit. This way, we will be able to do our utmost to keep your clinic visit times to the minimum.
14. At checkout, maximal hygiene practices have been instituted. Please follow Judy's prompts to ease the process.
15. At the exit station, carefully remove your mask and gloves (feel free to ask Judy for instructions), drop them in the allocated disposal container, cleanse your hands thoroughly with sanitizer solution, retrieve your footwear, and enjoy the rest of your day!
16. Please complete the attached Post Care Health Survey after your visit, which can be done over the phone or electronically by signing and sending it back. Judy will be in contact with you post-visit on or around Day 1, 7, and 14, during which time your health will be re-confirmed, the survey can be reviewed, and you can address the scheduling of your next visit.

I understand there is much to digest, but I feel it is important and only fair that you be informed of the modifications to our practice.

Rest assured, it will flow seamlessly, and we will be with you at each and every step to assist you.

We very much look forward to seeing you soon. Thank you again for your support and loyalty.

Sincerely yours,
KJD-MD

PS Please see attached the Wellness Screening Checklist, and the Post-Appointment Screening Checklist.

AesCert TM Guidelines are available upon request.

Dr Karen J Dover MD
laser and cosmetic medicine
KJD-MD.COM