



Dear Friends and Family,

We miss you and hope you, your family, and your loved ones are safe and healthy!

On behalf of the entire team at OC Smile, we'd like to take a moment to say thank you again for your loyalty and support. It really can't be said enough—your health, and the health of our employees, are our priority. And every decision we make is through that lens. We want to be sure the approach we're taking to provide 'non-emergent' critical care and services are thoughtful, and that we've created an environment that's safe for everyone.

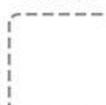
As we strategically phase-in certain services, more than anything we want you to feel safe and comfortable when you're with us. We're making additional updates to our offices and the way we serve you to help keep everyone healthy. Some of those updates include:

- continuing to offer contactless 'Tele-Dentistry' services;
- conducting health screenings for our employees and pre-screenings to our patients,
- providing compliant face and body coverings for employees;
- when possible, taking steps to allow for social distancing of six feet or more, including limiting the number of patients and visitors in the offices;
- modifying the treatment-room experience;
- temporarily pausing or adapting less urgent services; and
- altering hours of operation.

While we've always practiced infection control protocols, that met or exceeded [CDC](#) and [WHO](#) standard guidelines, we have fully implemented the following:

- **Enhanced professional cleaning protocols:** Our offices are professionally cleaned every night, from top to bottom, using EPA approved hospital-grade disinfectants.
- **Enhanced internal cleaning protocols:** Numerous times throughout the day, you will see our staff disinfecting common surfaces more frequently. In addition, we have made hand sanitizer and disinfecting wipes widely available throughout our office and operatories for patient use as well.
- **Use of Aerosols:** Numerous times throughout the day, our staff will be spraying aerosol disinfectants during slower, or non-patient, times. The use of these aerosols has proven effective against viruses similar to coronavirus.
- **Medical Grade H13 HEPA (High Efficiency Particulate Air) Filters:** HEPA (High Efficiency Particulate Air) filters remove the smallest and finest airborne particles from all recirculated air before re-entering the office or being mixed with fresh air. These HEPA filters are also used in many hospitals and surgical centers to provide patients with clean air. We have installed nearly 2 dozen HEPA Filters throughout the offices. **Each private treatment room, open bay, reception area, and other designated areas have their own individual Medical Grade H13 HEPA Filters.** (see the chart below. **All of our air purification units are H13 HEPA Filters**)

**BASED ON 99.9% PARTICLE REMOVAL**

<b>TRUE HEPA</b>				10 Microns	<b>H13 HEPA</b>			
								
POLLEN	DUST	MOLD	BACTERIA		POLLEN	DUST	MOLD	BACTERIA
								
DUST MITES	COMMON SMOKE	LEAD DUST	PET DANDER		DUST MITES	COMMON SMOKE	LEAD DUST	PET DANDER
								
ASBESTOS	PAINT PIGMENT	INSECTICIDE	ANTHRAX		ASBESTOS	PAINT PIGMENT	INSECTICIDE	ANTHRAX
								
CARBON DUST	ALL BACTERIA	TOBACCO SMOKE	VIRUS CARRIERS		CARBON DUST	ALL BACTERIA	TOBACCO SMOKE	VIRUS CARRIERS
				0.3 Microns				
				0.1 Microns				

 Only H13 or better removes 99.9% of particles down to 0.1 microns.
 Source: <http://engineersjournal.ie>

We are well prepared to navigate through these challenging circumstances while keeping your safety and confidence in [OC Smile Dental & Orthodontics](http://www.OCsmile.com) at the forefront of everything we do.

Thank you for your continued loyalty. We very much look forward to seeing you, your family, & your friends very soon.

Yours in Health!

*Dr. Badii*

Kevin Badii, DDS, MDS

President & CEO

Diplomate, American Board of Orthodontics