

Dental Hygiene Clinic Policies

SNIWWOC's dental hygiene service is provided to low-income racialized children and women, including transgender women and two-spirit community members located in Victoria BC.

Before you apply, please read this document carefully and apply only if you agree to the terms below. We reserve the right to change these terms of use in the future.

Proof of income & dependents:

You need to submit proof of family unit income and/or proof of dependent(s) that are eligible for the program.

Examples of proof of income: last pay stub, letter of termination from your last job, income assistance statement, tax return from last year.

Examples of proof of dependent(s): care card, birth certificate, childcare statement, passport, school registration forms, custody document, vaccine document, letter from doctor and/or social worker, recreational activity registration form from community centre.

Confidentiality:

Your information: name, address, phone number, proof of income and other relevant information will be confidential between you, the clinic and SNIWWOC unless required by law.

Once you are approved for the program, we will be referred to a dental clinic or dental hygiene clinic. Your appointment will be made through SNIWWOC and any information that you share with SNIWWOC will be shared with the clinic that you are referred to.

Respect for the Individual

The Support Network for Indigenous Women and Women of Color is committed to creating an environment where all clients are treated with dignity and respect.

Please confirm the code of conduct below when visiting the Dental Hygiene Clinic:

- Be sober when visiting the Dental Hygiene Clinic.
- Address health officials with dignity and respect at all times.
- Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, offensive, or unwelcome to the clinic and the Support Network for Indigenous Women and Women of Color.

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COVID-19 Safety Protocols:

SNIWWOC also may ask you to submit COVID-19 safety questions the day before your appointment.

Any health information shared with the dental clinic or dental hygiene clinic will be confidential between you and the clinic.

Cancellation/No-Show/Late-Show:

Late Show

Your appointment will be cancelled if you are 20 minutes late for your appointment. Please call the dental clinic or dental hygiene clinic directly before your appointment time if you are arriving at the clinic more than 5 minutes late.

No Show

If you do not show up to the clinic 5 minutes after your appointment without a call to the clinic, you are considered a no-show. If you are considered a no-show client, you will not be able to re-apply or reschedule a dental appointment for the next three months.

Cancellation & Reschedule

If a patient has to cancel, it's best if they let Pacifica Dental know directly, and they will rebook for the appointments. Please note, Pacifica Dental requires 2 business days' notice for all patients to change or reschedule an appointment or a rescheduling fee may apply- or in this case, they may lose the privilege of attending the clinic. In unforeseen circumstances such as sickness or there are extenuating circumstances, Pacifica Dental will treat each situation independently.

If you need to cancel or reschedule your appointment 48 hours before your appointment, please contact the clinic directly. If you need to cancel or reschedule your appointment 3 or more days in advance, please contact SNIWWOC.

Harassment of SNIWWOC Staff or the clinic staff:

Mistreatment of SNIWWOC staff or volunteers will result in immediate termination of all SNIWWOC services. We may report the incident(s) to appropriate authorities.

Reasons for Service Termination:

1. Harassment of SNIWWOC staff or volunteers
2. Not complying with the policies above
3. Not providing eligibility documentation

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