



## Keeping You Safe During the COVID-19 Pandemic

March 18, 2020

Dear Members,

At the Best Centre, our services have always stemmed from our mission, to keep our patients healthy until a cure is found. This is particularly significant now, as we respond to the ever-evolving world-wide COVID-19 pandemic situation.

We want to assure you that we remain committed to our patients and families. We have been working hard to identify and put in place new practices that will allow us to maintain our services, keep our patients safe and out of hospital and support social distancing guidelines.

**As of today, we will be strictly adhering to social distancing guidelines with our patients, families, staff and physicians:**

- If you have an appointment booked at the Centre in the next 2 weeks, please **DO NOT COME IN**.
- We will contact you via phone or email before your scheduled appointment. (Please check your junk folder as well).
- Remote sessions will be arranged over the phone, OTN (Ontario Telehealth Network) or by ZOOM™, an online video and audio meeting service.

Want more information? Please refer to the government of Canada's 'COVID-19 Prevention and Risks website, which is a trusted source on pandemic information. You can click [here](#) to access it directly.

Thank you for your understanding,  
The Best Centre Team

**What is 'Social Distancing?'** Together we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. With patience and cooperation, we can all do our part.

This means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding non-essential gatherings
- Avoiding common greetings, such as hugs and handshakes
- Avoiding crowded places, such as concerts, arenas, conferences and festivals
- Limiting contact with people at higher risk like older adults and those in poor health
- Keeping a distance of at least 2 arms length (approximately 2 metres) from each other, as much as possible