



Keeping You Safe During the COVID-19 Pandemic

March 23, 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 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.

Currently, we are strictly adhering to social distancing guidelines with our patients, families, staff, volunteers and physicians:

- The centre is closed to patients and visitors. If you need to drop off a form, do so at the side door of the house behind the glass door.
- If you have an appointment booked at the Best Centre in the next 2 weeks, **DO NOT COME IN.** This will be re-evaluated again on April 6th.
- 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.
- The staff are working remotely and managing their own schedule, please check your email frequently for communication from them
- Please learn how to upload your devices- instructions available on our website

[ADP form update](#)

The process has been changed to allow for emailing and scanning of signatures. The form itself, even with a non-original signature, must then be mailed to ADP. We will do that on your behalf for the forms we are currently working on. If you do not have access to a printer, you have the option to send it to a family member who can print the form and sign it on your behalf (indicating relationship to patient).

Thank you for your understanding and stay safe,
The Best Centre Board and Staff