



August 24, 2020

Pandemic Recovery and Back to School

Dear Patients and Families,

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 changes required to bring our staff and patients back to the centre. We will continue to provide information and updates as they are available. Please bookmark this page [Best Centre COVID-19 Updates](#). You will find helpful resources, including a “back to school with type 1” review document and the full version of our patient guidelines for return to in-person care at the Best Centre.

All of our educators will be able to offer virtual care as needed moving forward but our goal is to return to majority in-person care over the next 6 months if possible. Please review these guidelines and the full [patient guidelines](#) document on our website.

In an effort to minimize the spread of COVID-19, while providing the best possible care, we require all patients and caregivers to follow these guidelines.

Procedure for ALL Appointments at The Best Centre

1. Patients must wait (outside or in their vehicle) until 5 minutes before their appointment time to check-in at reception.
2. Patients will self-screen prior to check-in by reviewing list of questions sent in the reminder email and posted on door.
3. Patients must visit hand hygiene station located in the front entryway.
4. Wear a mask. For patients and caregivers who do not bring their own, masks will be provided by Medical Secretary at reception desk.
5. Answers to screening questions will be confirmed at reception.

If you haven't already done so, we highly recommend that you read the information about return to school for children with type 1 diabetes.

Finally, we are aware of the high demand for pump education, and we are working hard to bring that to you in the most efficient, effective and safest way possible. The Pump Information Night will continue to be a virtual meeting with all 4 companies represented and no cap on number of attendees. Please contact reception to book and receive login details.



We have been in touch with the Ministry of Health in an effort to receive an increase to our yearly funding. The expenses related to the COVID pandemic already amount to over \$25,000 and sadly, we have lost much needed fundraising event revenue in that last 6 months. On a positive note, we are very much looking forward to spreading T1D awareness and community engagement with our upcoming [“Walk for The Best”](#) family and friends’ walkathon. Please check it out and start your own online pledge page today!

Please reach out to me directly if you have any comments or feedback for us.

All the best for a healthy and happy Fall 2020!

Best in health,

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