



## **SUBJECT: COVID-19 / NOVEL CORONAVIRUS UPDATE**

We would like to assure all that the health and safety of our staff and clients is always a top priority. With this in mind, we will continue to monitor the Health Canada website, as well as Provincial and City of Toronto Public Health websites and communications with respect to developments in the ongoing Coronavirus (COVID-19) outbreak.

### **ADDITIONAL PROTOCOLS IMPLEMENTED**

We are already taking precautions and proper cleaning / disinfecting protocols. We will continue to ensure that high traffic common element areas (such as washroom facilities, amenities and entrance door handles) are kept clean and disinfected with appropriate products.

We have implemented additional precautionary measures including:

- Installation of hand sanitizer in the waiting area;
- Increased cleaning and disinfecting procedures by staff;
- Additional signage and notices to encourage hand washing and other measures to minimize transmission of COVID-19;
- COVID-19 related screening protocol for all visitors entering the clinic

### **GO TO THE SOURCE FOR INFORMATION**

All clients are urged to stay informed of the latest developments and to refer to information provided by verified and vetted public health websites such as Federal, Provincial and Municipal public health organizations.

Social media platforms and media outlets do not always post the best and most up to date information with respect to important health care updates. Here are some links which may be of assistance:



Ontario Ministry of Health: <http://www.ontario.ca/coronavirus> (Updated each weekday)

Toronto Public Health: [www.toronto.ca/coronavirus](http://www.toronto.ca/coronavirus)

Government of Canada:

<https://www.canada.ca/en/public-health/services/diseases/2019-novelcoronavirus-infection.html>

Government of Canada Travel Advisory:

<https://travel.gc.ca/travelling/advisories/pneumonia-china>

World Health Organization: <https://www.who.int/>

## **IF YOU ARE SICK OR UNWELL**

If you become ill and/or are presenting symptoms associated to COVID-19, please immediately contact your health care provider for care and advice. This is especially important if you have recently been travelling. Clients who suspect they may be infected, exhibit symptoms or have been diagnosed with COVID-19 are requested to self-isolate and not come to the clinic.

## **GOOD HYGIENE AND PROPER PRECAUTIONS**

You can take the following steps to prevent yourself from COVID-19 in the same way you protect yourself against the common cold and flu:

- Wash your hands thoroughly and often with soap and warm water or use an alcohol-based hand sanitizer if soap is not available;
- Avoid touching your eyes, nose, and mouth;
- Avoid close contact with people who are ill;
- Stay home from work or social gatherings if you are ill; • Do not use the common area facilities if you are unwell;
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands;
- If you don't have a tissue, sneeze or cough into your sleeve or arm;
- Stay away from large public gatherings;
- Pay close attention to travel advisories;
- Clean and disinfect frequently-touched objects and surfaces in your home.



## **STAFFING AND CLINIC SERVICES**

Currently, we are operating on a “business as usual” basis, however, if at some point in the future it becomes necessary, contingencies have been put in place to provide alternate and/or reduced staffing. This may ultimately require that certain services be scaled back, rescheduled or eliminated until we are fully staffed, and the outbreak has been eliminated or contained. Additionally, you may see staff and contractors wearing additional personal protection equipment. Should this happen, LMC - Laser Medical Clinic management will immediately communicate all changes and/or any reduction in services to clients. If you have any questions in the interim, please feel free to contact us.

We will continue to communicate any significant updates as necessary as the COVID-19 transmission progresses. Should you have any questions, please feel free to contact us at 416-548-6548.

Sincerely,  
LMC - Laser Medical Clinic Management