

To Our Valued Clients,

During this time of increased anxiety and uncertainty, Integrate Health Services would like to reassure you that we believe your health and wellbeing, and that of our employees, are our number one priority. As such, our clinic continues to take the following precautionary measures to ensure we offer a safe environment for both staff and clients during the COVID-19 pandemic:

- All visitors attending appointments are being screened for illness and recent travel, and protective measures are being taken if there is any reason for concern.
- Cleaning and sanitization of the clinic has been escalated in frequency and intensity.
- All clients are encouraged to wash their hands upon arrival for their appointments within the office.
- Hand sanitizer has been made readily available within the clinic for client and staff use.
- All visitors are encouraged to reschedule their appointments if they are unwell or have recently travelled within the last 14 days, or if a member of their household is unwell or has travelled within the last 14 days.
- Removing all penalties for late cancellation.
- Minimizing traffic through the clinic, as many services have decreased in intensity or have been cancelled.
- Restricting staff from attending the clinic if unwell or recently travelled.
- Practicing social distancing within the clinic.

Therefore, in an attempt to minimize the stress on clients accessing services while keeping their health and safety in mind, Integrate Health Services is implementing virtual care for many of our services, where appropriate. It is important for us to be able to continue to care for our clients safely and effectively during this challenging time. This means that we will be using video and audio technologies for some client services through a trusted secure, HIPPA certified, healthcare platform. Alternatively, telephone counselling is available. In some cases this may not be feasible for all clients, and your service provider will make that determination. In the event that a client, such as a young child, would not benefit from virtual care, we are also offering parenting support to help facilitate the needs of young children.

We will do our best to ensure that any information you provide to us during virtual care visits is private and secure, however, no video or audio tools are ever completely secure. There is an increased security risk that your health information may be intercepted or disclosed to third parties when using video or audio communications tools. To help us keep your information safe and secure, you can:

- Use a private computer/device; secure accounts, and a secure Internet connection. For example, using a personal and encrypted email account is more secure than an unencrypted email account, and your access to the Internet on your home network will generally be more secure than an open WI-FI connection.

Please note that the platform we have selected does not store any personal information and will only require name and email address to connect to a virtual visit.

If you are concerned about using the option of video, telephone or audio tools for virtual care, at this time, some services are still available within the clinic. Please contact our office for further details and the appropriate person will answer your questions.

As the circumstances surrounding the COVID-19 pandemic continue to change, we will continue to promptly communicate how these developments impact our services and your access to our services.

We wish you and your family the best of health during this time. We look forward to continuing to support our valued client's during this time, and in the future. Take good care.

Sincerely,

Integrate Health Services Team