

July 1, 2020

Dear Families,

Given the current situation with COVID 19, the Pediatric Neurology Clinic has made some adjustments to our appointment protocol. Please ensure the following:

Prior to your appointment:

Please ensure you meet the **following criteria** before attending your in-person appointment:

1. You do not have any symptoms of FEVER/ CHILLS, COUGH, SORE THROAT, SHORTNESS OF BREATH, LOSS OF TASTE OF SMELL, VOMITING, DIARRHEA or have not had these symptoms within the last 14 days.
2. You have not been in contact with a person with confirmed COVID 19 or symptoms of COVID 19.
3. You have not travelled outside of Canada in the last 14 days.
4. You have not been advised by Public Health to be self isolating.

On the day of your appointment:

1. Limit your child coming in with **one** parent or guardian. We will be happy to accommodate others by virtual methods (telephone, video conference). Please inform us at the time of your appointment booking if you need to have another care giver attend virtually so we may be able to make the appropriate arrangements.
2. Bring along a face covering (e.g. face mask) for yourself and your child. This recommendation has been made by Public Health.

Arriving at your appointment:

As we are attempting to minimize the number of people in our clinic at the same time, we will be calling you from your vehicle for your appointment. We request the following steps:

1. Arrive for your scheduled appointment 10 minutes prior to the start time.
2. From your vehicle call our clinic at **905-844-7444** to inform us that you have arrived.
3. Remain in your vehicle until further notice.
4. Once we are ready for you, we will call you to proceed into the clinic.
5. Prior to entering the office please wash your hands and apply your face covering.
6. Proceed to the front desk for registration and measurements and our front office staff will direct you further from there.
7. Please be aware of the instructions posted in the office regarding social distancing and stations for hand sanitization.

Thank you for working with us to ensure a safe environment for our patients, families and staff.