

## COVID-19 - Preventive Measures

### Telephone

All our clients must make an appointment by telephone before entering CSCE. You don't have an appointment? Call before you show up.

Only clients with essential needs will be seen at the CSCE. **For clients with non essential needs, appointments will be held over the telephone, via videoconference or in person to a later date.**

Please note that due to the high call volume, the CSCE phone lines may be busy when you call. We sincerely apologize for the inconvenience and thank you for your understanding.



### E-Visits

To reduce the risk to clients and providers, when possible, appointments will be held via **e-visit**. Telemedicine allows you to connect with your health care provider through a secure **videoconference**, from any location and in real time.



### Infection Control

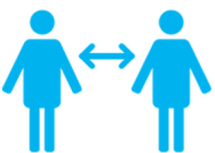
**When our clients enter the CSCE, they are asked to wash their hands, wear a mask and observe physical distancing.**

We are now in higher standards of infection control. This includes enhanced: hand hygiene, personal protective equipment (PPE) use when needed, cleaning procedures, screening, phone appointments, e-visits, telemedicine and physical distancing.



### Physical Distancing

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance of **two (2) meters** between each other. But remember that physical distancing doesn't mean no social contact. Call, video chat and check in on loved ones remain important for all of us.



### Groups on Hold

As recommended by the Eastern Ontario Health Unit, we are doing our best to avoid congregating large amounts of people together. To ensure this, **we are cancelling all groups and community programs for the foreseeable future.**



### Web and Social Media

Online platforms are the best way to communicate to the general public at this time. We will do our best to ensure we provide updates regularly on our **social media platforms and website.**



For more information, visit our website at [www.csceestrie.on.ca](http://www.csceestrie.on.ca).

