



July 14, 2020

To our valued patients and families,

As our community continues into Phase 3 of reopening during the COVID-19 pandemic, we wanted to reach out to continue to offer support during this emotionally, mentally and financially stressful time. We encourage you to access our [STAR Family Health Team](#) website for a list of many helpful links and documents, as well as to the provincial and local Public Health websites for the most up-to-date information:

[Huron Perth Public Health](#)
[Waterloo Wellington](#)
[Public Health Ontario](#)

It is important for all of our patients and families to recognize that the COVID-19 virus is still very much present in our community. **We thankfully have not seen the high numbers of hospitalizations locally, mostly because of the efforts of you, our community**, in staying home, physically distancing and using appropriate hand hygiene. In order to continue to help reduce the spread of this virus, we still need your help.

We, your health care team, strongly recommend continuing to stay vigilant. **We encourage adhering to social bubbles, continuing to physically distance from those outside of your social bubble, and wearing a mask when physical distancing is difficult.**

What is a social bubble/circle?

A social bubble is a single group of currently 10 people or less, who are able to come into close contact with one another without physical distancing or masks, but who continue to physically distance from all others outside of their bubble.

Each person may only be a part of one bubble.

Bubbles allow people to connect and be close with a select group of family and friends, and allows for more rapid contact tracing in the event of a case of COVID-19 within a bubble.

People over the age of 70 or those with medical concerns or a weak immune system, should consider being part of a smaller bubble in order to limit risk.

****Please see the attached document on how to properly create social bubbles/circles****

How do I properly wear a mask?

Clean your hands with soap and water or alcohol-based hand sanitizer.

Make sure the mask fits snugly to cover the nose and mouth.

Avoid touching the front of the mask while wearing it – if you do, clean your hands immediately.

Wear it as long as it is comfortable, and remove when it becomes soiled, damp, damaged or difficult to breathe through.

Do not share your mask with others.

Remove the mask carefully by grasping the straps only. Immediately clean your hands with soap and water or alcohol-based hand sanitizer.

Cloth masks can be machine washed with hot water and regular detergent. Disposable masks cannot be laundered.

****Please see that attached document with more information on mask wearing****

In our clinics, we continue to triage appointments on a case-by-case basis. Those that can be accomplished safely by telephone or a virtual visit will be booked as such. Those visits that are of a more urgent nature and require an in-person visit, will still be offered this option.

If you are advised to visit our office, we ask that you **come alone or with one support person only** in order to limit the number of people in our waiting room. Our clinics are practicing strict infection control protocols and appropriate personal protective equipment is being worn by all staff. All patients will be asked to wear a mask upon entry to the clinics, except those under age 2 or those unable to wear a mask for medical reasons. Important signage is posted at each of our clinics. We ask everyone to be careful to **read any posted signs and notices**, and to follow them carefully.

Thank you for your patience and understanding as we navigate this evolving situation. We are all working hard to keep you, your families, our staff and our community safe and healthy.

Sincerely,

Your Healthcare Team at STAR Family Health Team