

To our valued clients,

With recently confirmed cases of **COVID-19** reported in Ottawa and Eastern Ontario, Robillard Hearing Centres wishes to assure our customers that we are following all of the recommended policies and practices urged by **Health Canada**.

The following practices are actively being implemented in all our locations:

- All staff experiencing symptoms associated with the Corona virus are directed to stay home for a **minimum period of 14 days**
- Regular and thorough hand sanitizing with is practiced by all employees, contractors and customers
- Staff traveling outside the country, specifically to those areas affected by COVID-19, are directed to stay home for a **minimum period of 14 days** upon their return
- All customers visiting our centres are screened for symptoms associated with the COVID-19, and are advised to refrain from visiting our offices if they are currently experiencing symptoms
- Regular sanitizing of workplace areas and objects
 - Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) are wiped with disinfectant regularly

The safety and health of our customers and employees is of the utmost importance and we will be monitoring the coronavirus situation and updating our policies as the need arises.

Please call us at **1 (800) 267-1571** or monitor our **Facebook page** (<https://www.facebook.com/robillard.hearing/>) for important announcements regarding any changes to our policies, hours, or services.

Sincerely,



J.B. Robillard

President, Robillard Hearing Centres