

External Communiqué

Supporting Clients in a COVID-19 Environment

March 23, 2020

Rehab First has implemented protocols across its Ontario-wide service area, which while being compliant with government COVID-19 directives, are also consistent with the advisories issued by the colleges and professional associations that govern the practice scopes of our regulated health professionals. These protocols include additional precautions that we have instituted to safeguard the health and wellbeing of our clients, their families, our staff and our communities.

We continue to monitor the COVID-19 situation for its effects on each of our many clients, particularly high needs ones, and are responding accordingly. Rehab First professionals are continuing to provide treatment on a risk-managed basis and we continue to accept new referrals.

Clients will be assessed and treated in person as deemed necessary or essential. Where consistent with the needs of the client, and necessary in order to comply with recommended social distancing and other precautionary measures, clients will be assessed and treated by video or telephone conferencing.

On a priority-assessed basis, we have been contacting our clients, their representatives and their legal guardians to assure them that our providers continue to be available to them in order to meet their health care needs.

We invite clients, guardians and representatives to contact us at any time with their concerns or questions, either by phone or through our dedicated email address: Covid@rehabfirst.ca



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