



INTEGRATIVE LABORATORY SERVICES

ICL's Response to COVID-19

Released March 24th, 2020

Dear Doctor,

With growing global concerns around COVID-19 we wanted to reassure you that the health and safety of our people, clients, and business partners is our top priority right now. Given the growth in the number of cases of COVID-19 in North America, and continued uncertainty around the world, we are undertaking additional measures to protect employees, their families, our clients, business partners and communities.

We value working with you. Our goal is to ensure that samples are continually processed and sent all the while, maintaining our high level of customer service. The health, safety and well-being of our patients, employees and clients is ICL's top priority and we are following the lead of Canadian public health authorities at this important time.

We have implemented additional measures to ensure your safety as well as the safety of our team, including:

- Screening all patients over the phone/in person at our patient service centres
- Continually disinfecting high touch areas
- Washing hands often with soap and water and providing alcohol-based sanitizer at various points throughout the lab/office areas
- Continuously adhering to all lab safety rules including wearing appropriate personal protection equipment and ensuring personal items are not brought into the lab
- Masks and gloves are made readily available in the PSC/office areas for easy access

Again, we continue to monitor this situation closely and will provide ongoing updates as needed. We also encourage our clients to stay up-to-date through [Canada's Public Health website](#).

To discuss your testing needs, please contact Isabel Pereira at 416-422-3000 x 256 or email

isabelpereira@iclabs.ca

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Our mailing address is:

[57 Gervais Drive](#)

[Toronto, Ontario](#)

[M3C 1Z2](#)