

Dear Patient,

We know you are concerned about the coronavirus.

As health care providers, Port Moody Eyecare Centre shares in the increasing global concern about COVID-19 and we are closely monitoring events in our local community. We want you to know we are taking the situation very seriously and we are continuously updating our policies and protocols as a result of new information. As doctors, we rely on information that is scientifically proven and, accordingly, are adhering to the advice given by public health officials.

We want to reassure you of our commitment to place the health and safety of you, our patients, first. While we are very proud of the cleanliness of our clinic, we are taking further aggressive steps as precautionary measures which include:

- \* increasing the frequency of sanitization for all medical equipment and instruments
- \* intensifying the cleaning and sanitization procedures for all display frames, mirrors and sample products
- \* amplifying sanitization protocols to all clinic touchpoints such as door handles, payment terminals, display units and desks
- \* inserting sanitizers in our clinic
- \* removing all magazines and toys from our waiting room
- \* requiring all of our doctors and staff who have travelled outside of Canada to self isolate as recommended

If you have an upcoming appointment at our clinic and are experiencing a fever, cough, difficulty breathing, or have travelled or been in contact with individuals who have travelled outside of Canada, we request that for everyone's safety you contact our team to reschedule your appointment. Please also feel free to reschedule any appointment that is non-urgent.

We know how important your vision is and that you have ongoing needs to maintain your eye health. To help during this time, and until further notice, we will be waiving all standard shipping costs for all orders placed.

As the situation continues to evolve, please be assured that we will be constantly reassessing and adapting our processes to adhere to the latest updates and health guidelines. We will be providing updates on our website, as they come available. Please visit [eyes.bc.ca](http://eyes.bc.ca) for those updates. If you have any questions and/or concerns, you can email us at: [pomoeyecare@gmail.com](mailto:pomoeyecare@gmail.com) (mailto:[pomoeyecare@gmail.com](mailto:pomoeyecare@gmail.com)). We will reply to your email as soon as possible!

Kindest regards, and in good health,

Dr. Sarah Yee & Associates