

Dear valued customers,

In these unprecedented times, the Doctors at Optometrists' Clinic Inc. have decided that, in the interests of the health of our patients, staff and society in general, we will be closing our offices to routine eye examinations effective March 22, 2020 until April 13, 2020. This was a difficult decision but was made to help with social distancing efforts in order to try and "flatten the curve" of this pandemic.

We will be reducing our office hours to 10am until 3pm Monday to Friday. We will have someone answering phones to deal with your questions. We will have an optometrist on call to provide advice and/or to deal with ocular emergencies as they occur. Pickups of glasses and contact lenses can be arranged at an appointed time via phone. In the interest of both your and our staff's safety no fitting adjustments of glasses will be completed at this time. We encourage you to return once things return to the new normal and we return to providing full scope optometric care.

**If you have an ocular emergency that requires an in office assessment, we require that if you have been exposed to an individual that has been diagnosed with COVID19 or an individual that has symptoms consistent with COVID19 or if you have symptoms consistent with COVID19 that you identify this over the phone.** Although rigorous disinfection protocols have been in place in our offices for the past month, we are not adequately equipped to safely deal with patients who are COVID19 positive. We will be there to provide advice over the phone or referring to an appropriately equipped facility.

Stay well!

The Optometrist Clinic Team