

## IMPORTANT COVID-19 ANNOUNCEMENT

We are excited to share that we have been busy, diligently working to welcome you safely back to Bense iLASK Centre, where your personal health and safety are always our highest priority. While the COVID-19 pandemic continues to create unique challenges for us all, we remain focused on ensuring we have effective prevention and safety procedures in place, to ensure your safety and that of our staff.

We ask that you please be kind and patient with our staff. We will be working diligently to reschedule missed appointments due to the Covid-19 closure.

We have made physical changes to our clinic, including the installation of new signage and directional floor markers that ensure provincial social distancing requirements are met. Plexiglas shields have also been installed for your safety and to protect our team. To avoid the risk of contamination, we have also removed refreshments such as coffee/tea (bottled water can be provided upon request). All magazines and reading material have also been removed from our treatment areas.

Our plan is to return to work cautiously, please note that extra time will be allocated between patient appointment times to ensure time for thorough sanitizing of consultation/testing rooms, surgical suites and common areas between treatments. Our staff will also be wearing appropriate personal protective equipment (PPE) at all times, which may include gowns, mask, face shields, booties and hats when necessary depending on the interaction/treatment being performed with patients. They will act in strict accordance with the guidelines provided by the Canadian Society of Aesthetic Specialty Nursing (CSASN), as well as any procedures recommended by health authorities or government related to COVID-19. Staff has also been informed to stay home should they feel unwell or display any symptoms of COVID-19.

Thank you for your loyalty, support, kindness and understanding as we navigate our way back together.

Here is the process we will be using to ensure your safety and protection:

### *Bookings/Rebookings, Confirmations*

- We are working diligently to rebook patients that have had appointments cancelled. You will be contacted in order of cancellation date and rescheduled accordingly.
- Our confirmation call process will be more extensive, as we will require detailed information on your health and travel prior to visiting our clinic.
- Due to the importance of maintaining safety measures in place, and physical distancing and allowing for appropriate sanitization time in between each patient, we will not be able to accommodate late arrivals. Late arrivals, cancellations in less than 24 hours and no shows will be placed on our waitlist and be rescheduled.

### *On the Day of Your Consultation/Testing/Surgery*

- Please review our guidelines for services and treatments before your visit, and look for important updates on our website. Guidelines will evolve in accordance with established provincial and clinical requirements.

- Please avoid all vigorous exercise or hot beverages in 1-2 hours prior to your appointment as this may affect the accuracy of your temperature reading.
- Please notify us in advance of your arrival at our clinic if you have any of the known symptoms of COVID-19 or have travelled outside the province within 2 weeks of your appointment.
- Please ensure you arrive at our clinic with all make up removed on surgery day.
- Please be prepared to pay by telephone via Visa, MasterCard 48-72 hours prior to your surgery day. Debit or Certified Chq payable to 'Laser View Centre' is acceptable surgery day. Please be sure to check your daily allowable debit purchase limit prior to day of surgery (if using debit).
- Please note that only patients will be admitted to the clinic, and they must arrive unaccompanied by family/friends/children.

#### *When You Arrive*

- Please do not arrive more than 5 minutes prior to your scheduled appointment.
- When you arrive in the building parking lot, please call us at 709 722 2020 in order to obtain access to the clinic, as the clinic door will be locked. You may be asked to wait in your car or the parking lot.
- Your belongings will be bagged upon entry at the sanitization station, and travel with you throughout your visit with us.
- Please only use the Bense iLASIK entrance (South 1/Suite 102 is above the door/front of the building)
- Please remove any personal masks/gloves prior to entering South 1 Entrance, as a mask will be provided.
- Upon entry and before engaging staff you will be asked to use our sanitization station, and must do so again on departing the clinic. You will also be asked to strictly follow all social distancing signage and/or related requirements.

#### *At the Clinic*

- You will be asked to wear a mask (provided) and bag all belongings (provided) you bring into the clinic. Please leave coats and any unnecessary belongings in your vehicle.
- Staff will take your temperature and will ask you to sanitize your hands again at a sanitization station.
- You will be asked to sign a consent form that will include new items specifically related to COVID-19 and your treatment during the pandemic.
- To minimize the chance of contamination please refrain from using your cell phone when in the clinic.
- We are thrilled to see you all again and welcome you back! Again, in order to maintain a timely flow and to ensure safety measures are adhered to, please understand that we will need to keep conversation to a minimum, from arrival, throughout the treatment, and at check out.

Thank you for your understanding, kindness, patience and support.

Welcome Back!!