



As health care providers, Grimard Optique shares in the increasing global concern about COVID-19 and we continue to take the situation very seriously. These are unprecedented times and like you, we have kept your well-being top-of-mind. Our mission of enhancing the lives of Canadians is rooted in all of which we do and our commitment to putting the health and safety of our patients and staff first remains unwavering.

Over the past week, we took additional precautionary measures to ensure your comfort and safety upon entering one of our clinics. These measures included increasing the frequency of sanitization processes, extending those processes to all clinic touchpoints, imposing mandatory self-quarantine for staff and optometrists who have travelled outside of the country, and the removal of reading materials and toys in our waiting rooms.

While we have implemented these extended measures across our network of 250+ clinics, we have decided it's now necessary to take additional steps in high-risk regions. To that end, you will notice that some clinics will be offering different levels of service. These service level decisions are made on a clinic by clinic basis, influenced by local risk profiles, and will range from reduced hours to temporary closures. While there may be instances in which we are not able to see you in-person, we want you to know that your local clinic is standing by to take your questions or address your concerns over the phone or through email. Whether it's relating to prescription information or eyewear needs, we are here for you – no matter what. Please reach out.

If you have an appointment booked and are exhibiting symptoms of COVID-19 (see [here](#)), we request that for everyone's safety you contact our team to reschedule your appointment. Should you demonstrate any symptoms, we will not be able to see you. Unavoidably, some operational changes will affect booked appointments but, rest assured, a member of our team will be in touch to ensure your appointment is rescheduled. If there is an immediate concern that you'd like to discuss with a member of our team, we again are always available through phone and email.

On your request, we are also happy to ship any contact lenses, frames or lenses which you ordered in clinic directly to you.

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 authority guidelines. We thank you for your understanding and patience as we all navigate through this together. Please continue to follow the advice of your local health authorities and please stay well.

Sincerely,  
Dr. Alan Ulsifer  
CEO

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