



A Message to our Valued YXE Vision Families,

In the continued effort to keep our community safe, we have implemented many new protocols in our office. Some of these protocols include:

- Medical masks for all patients and staff entering the office. If you do not have a medical mask, the office would be happy to provide you with one.
- COVID screening of anyone entering the office. This includes a questionnaire about possible symptoms and exposure, as well as taking temperatures.
- Frequent cleaning and disinfecting of all surfaces, including chairs, countertops, doorhandles, etc. as well as all medical equipment and eyeglass frames.
- Physical distancing. You will see very few chairs in our waiting rooms. We strive to have all patients move seamlessly throughout the office, without any significant delays or wait times.
- Appointments are recommended for all visits to the office, including glasses pick-ups and adjustments. While we continue to accommodate walk-in patients as often as possible, there may be occasions where we ask you to wait in your vehicle until one of our team members is available to assist you or ask that you book an appointment for another time.

Trying on glasses looks a little bit different these days as well. Our trained Optometric Assistants and Opticians will discuss with you the type of frames you are looking for. You can sit back and relax while they will bring you frames to try on. Once you have selected your favourites, you are welcome to step behind a protective barrier and slip your mask down to see how the frames truly fit and feel. You may also choose to take home some of your favourite frames to try on in the comfort of your own home. We also continue to offer our Virtual Eyewear Boutique, where you can connect virtually with one of our trained Dispensers and complete the entire process of glasses selection and fitting without ever entering the office. There are many options available to ensure you are comfortable throughout the process.

It feels as though a lot has changed recently, but rest assured one thing that has not changed is our commitment to caring for you and your family. We look forward to seeing you soon!

- The Doctors and Staff of YXE Vision Group