




April 20th, 2020, Chilliwack, BC, Canada

Dear Valued Clients and Patients,

For all scheduled upcoming appointments. We will provide you safe, comfortable and welcoming appointments. We would like to share with you some protocols and instructions to follow on your next visit at our clinics:

- Please arrive on time (not too early), as limited space will be available with social distancing in our waiting rooms in our large Chilliwack and Princeton clinics. Our Hope Clinic will allow clients or couples to enter in the second door into our small sanitized room with windows (not reception or Hearing Practitioner's room). Lillooet clinic's follow up appointments will be done between glass doors and/or plexiglass shields.
- Please arrive wearing a mask if it is a hearing evaluation. If you do not have a mask, one will be provided for you.
- **We strongly recommend you come with your spouse.** Do not bring anyone else with you unless they are assisting you. If you will need to come with someone, please inform the front desk before your appointment. We will try to accommodate both of you.
- When you arrive for your appointment please call us from your car, we will instruct you when to come to the front door. If you do not come by car please just knock the door and we will assist you.
- Please stop at our clinic door, and do not enter until you are directed by one of our staff members.
- Please leave your personal belongings at home or in your car, such as; handbags, jackets, umbrella's etc. Please only bring your method of payment into the clinic.
- **Your temperature will be taken at the front door, our thermometers allow us to do it without having any direct contact with you.** Anyone with a temperature of more than 38°C will be asked to leave and to re-schedule the appointment.
- Please inform the staff if you have been sick during previous days, or if you have some symptoms during your visit to the clinic.
- Please sanitize your hands upon entering the clinic, and when leaving the facility. Hand sanitizing stations will be available at the entrance of the clinic.
- Maintain 2 meters apart from those in the clinic other than your Registered Hearing Practitioner at the time of a Hearing Evaluation.

 CHILLIWACK: #101- 9193 Main Street, Chilliwack, BC V2P 7S5


HOPE: 591F Wallace Street, Hope, BC VoX 1L0

AGASSIZ: 7069 Cheam Avenue, Agassiz, BC, VoM 1A0

PRINCETON: 131 Vermillion Ave, Princeton, BC VoX 1W0

LILLOOET: Unit #3, 682 Main St, Lillooet, BC, VoK 1V0



 Local: 604-392-9211
Toll Free: 844-234-6665



- Please remain in your treatment room for the duration of your appointment. We will be conducting many of our follow up appointments through glass in separate rooms and/or with plexiglass shields.
- Cover your cough or sneeze into your elbow or a tissue. Immediately throw the tissue in the garbage and wash your hands.
- Avoid touching your face with unwashed hands.

Sanitization

- All our staff will be operating under a strict cleaning and sanitization schedule of the entire clinic and all working spaces.
- All treatment providers will be wearing masks and other protection gear as per the Public Health Guidelines, College or Speech and Hearing and WCB.
- Plexiglas shields have been installed at the front desk or barriers for social distancing. Please remain behind them.

Cleaning and maintenance of Hearing Aids:

- Hearing Aids will be picked up at door, cleaned and fixed and then returned to the door or to the persons car.

Thank you for your cooperation and respecting our protocols to keep everyone safe.

Sincerely,

Carter Hearing Ltd.

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Hear life's most important moments!

Schedule your FREE Hearing Evaluation today.

Chilliwack • Agassiz • Hope • Princeton • Lillooet • Full Mobile Clinic

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