

# Everything you need to know about our safety protocols



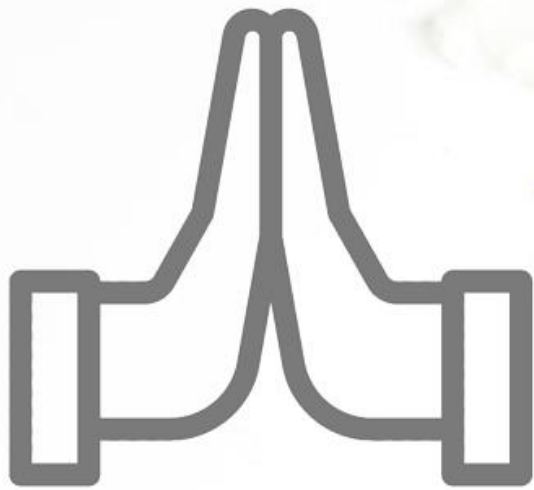
Entry to the clinic  
**by appointment only.**  
Please come **ALONE** to the clinic.

SKIN  
MED



**Staggered appointments**  
to **REDUCE TRAFFIC** in the clinic.

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**We will greet you VERBALLY.**  
Sorry, no hugs or handshakes.

SKIN  
MED



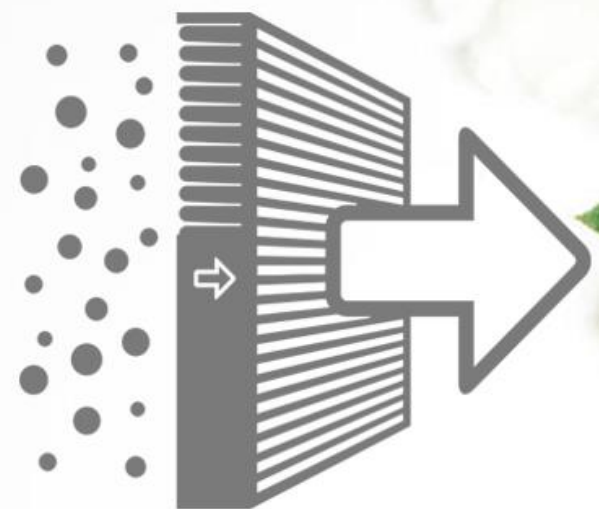
**All guests**  
**MUST WEAR MASKS.**  
We can provide you one if needed.

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**TEMPERATURE will be taken**  
for all staff and clients.

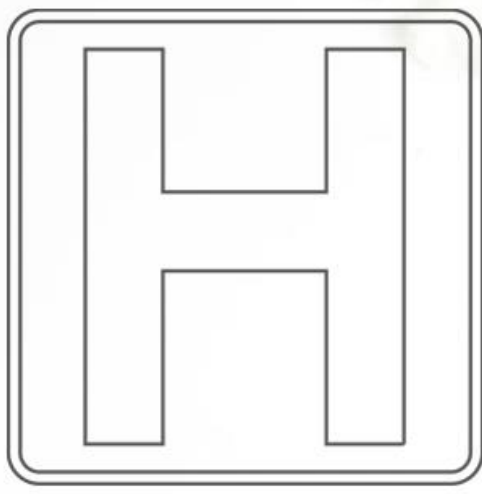
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The clinic has been  
**upgraded with powerful**  
**AIR PURIFIERS.**

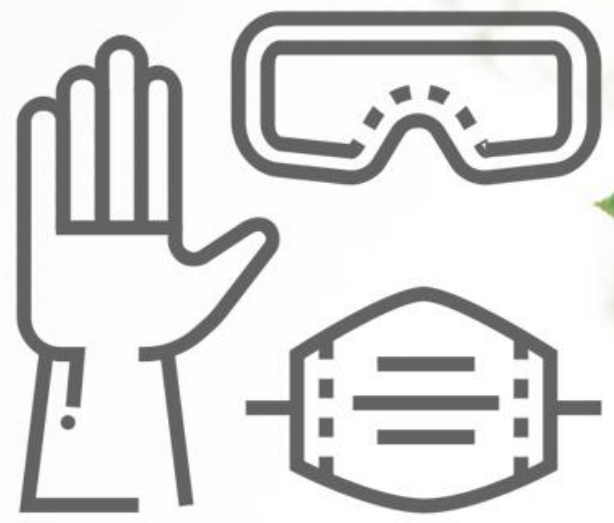
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**HOSPITAL-GRADE  
disinfection protocols  
are adopted.**

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**OUR STAFF would wear masks,  
goggles, face shields, surgical caps  
and gloves depending on the treatment.**

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1. Entry to the clinic **by appointment only. Please come ALONE to the clinic.**
2. Telephone pre-screening will be conducted prior to your appointment to confirm patients' health conditions and any potential exposure to Covid-19.
3. **Please arrive on time, wait in your vehicle or outside the clinic and call us at 905-886-1110.** We will call you as soon as your dedicated room is sanitized and ready for you. **If you are late, please contact us from your vehicle** and we will assign you a new arrival time. We reserve the rights to cancel and reschedule your appointment if it compromises the following appointment.
4. We will greet you verbally. **Sorry, no hugs or handshakes :-)**
5. Upon entrance to the clinic
  - **Temperature will be taken**
  - **Your hands will be disinfected**
  - **A mask is required.** We can provide you one if needed.
  - You will be directed to your dedicated sanitized room immediately.
6. For skincare product purchases, please take advantage of our **Curbside Pickup service or Shop Online** at **<https://shop.skinmedlaser.com>** for delivery to your door.
7. Plexiglass has been installed at the Reception counter and spaces are marked on the floor to ensure safe distancing among guests.
8. Staggered appointments policy in place to reduce patient traffic in the clinic.
9. **Hospital-grade disinfectant solutions are used throughout the clinic.**
  - Each treatment room will be carefully sanitized after each patient's use.
  - Disinfected room will be sealed from further entry until the next appointment.
  - Common areas and surfaces are disinfected regularly during the day.
  - Washrooms will be cleaned and disinfected **after every single use.**
10. Our treatment rooms have been upgraded with **powerful air purifiers** that filter and reduce airborne bacteria, viruses and germs.
11. Our staff would wear gloves, masks, goggles, face shields and surgical caps depending on the treatment. Their dedicated work clothes will be washed daily. Temperature will be taken before staff enter the office each day.
12. At this initial stage of reopening, only selected treatments that are deemed safe by our doctors will be available. Other services will be added gradually as the situation improves.
13. For facial clients, **disposable clothing and coverings will be used** wherever possible. Otherwise capes and beddings are WASHED between each guest as always.
14. Our waiting rooms, pre/post-treatment waiting areas, retail areas (product testing) and VIP Lounge will be closed. We will not be offering beverages and snacks at this time.

We always take pride in the **cleanliness and the high safety standards** of our clinic.

Now more so than ever, we are committed to **the best-in-class hygienic standards** in the industry.

Thank you for your trust in **SKIN MED Laser Clinic.**

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**SKIN MED LASER CLINIC**  
Healthy Skin Solutions