

To our valued clients;

I wanted to reach out on behalf of FPM Solutions, your CPAP Therapy Provider, to let you know what we are doing to stop the spread of Covid-19 in our communities while ensuring you continue to receive the CPAP therapy and support you require. We realize that our products and services are essential to the health and safety of our customers. We will continue to work hard to provide these to you safely and within the directives of Government and medical authorities.

FPM Solutions remains open at all five (5) of our locations; however, we have implemented some additional procedures to ensure the safety of our staff and clients during this time. Those procedures include:

1. **Screening clients** prior to entering our offices
2. **Postponing CPAP Machine Trials**: for the duration of this pandemic, we will no longer be offering CPAP Machine Trials. If you have a Prescription to Trial CPAP, we will contact your physician to notify them of this policy and to clarify if they would prefer you purchase a new machine or wait to trial the machine at a future date
3. **Sanitizing employee personal items (phone, keys)** using our in-house Lumin UV Sanitizer
4. **Social Distancing within our office**: we have reconfigured our offices to ensure we abide by the 2 meter social distancing recommendation set forth by health authorities. In practice, this means:
  - a. Increased distance between you and your CPAP Clinician. For teaching and mask fitting, your Clinician will demonstrate on a plastic head and have you follow along
  - b. Limiting the number of people (clients and staff) in each office at a time
  - c. Removing chairs from our waiting room to ensure separation
5. **Increased cleaning and sterilization** frequency of desks, chairs, and surfaces
6. **Phone Orders with Free Shipping**: we are happy to take orders for CPAP Masks and Supplies over the phone, and will offer free shipping on any order over \$100 CAD. You will receive email and hard copy of your purchase receipt with applicable insurance paperwork as required. To place an order, please call your most convenient location at the number below.

We also ask that if you are not feeling well, exhibiting flu like symptoms, or have traveled outside of Canada in the past 14 days to please stay home and not come into our office. This is for the protection of all of us. We are happy to provide phone or video / telehealth consultations as required.

Lastly, I ask you to please join me in thanking our Healthcare Professionals across our company, our province, and our country. At our FPM offices, our Nurses and Respiratory Therapists continue to work hard to ensure your Sleep Therapy and Oxygen needs are treated during this pandemic. At your local hospitals and clinics, Healthcare Professionals are working around the clock to treat those at risk and to keep us all healthy and safe. They deserve our gratitude and respect ALWAYS, and now more than ever. Please join me in appreciating the work they do every single day – THANK YOU.

Wishing you and your families health and safety during this difficult time.

With kind regards,



**Mike Tierney**  
President, FPM Solutions

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