

January 14th, 2021

To our valued clients;

In light of the recently announced Stay At Home order from the Ontario Government, 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 the support you require. We realize that our products and services are essential to the health and safety of our clients. We will continue to work hard to provide these to you safely and within the directives of Government and medical authorities.

We remain open, as an essential healthcare service, for your CPAP Therapy needs. Under current guidelines, you may leave your house for **Health Care Services** which includes treatment of OSA and obtaining CPAP supplies; however, you may also choose to access us in other ways without needing to leave your home.

You can access us in the following ways for your CPAP Supplies:

1. **By visiting one of our clinics in person.** You may book an appointment by calling your preferred location (contact details below) or can attend to the clinic in person (wait time may apply depending on capacity limits).
2. **By calling any one of our clinics to purchase equipment over the phone.** You can choose curbside pick-up or delivery of products and supplies. We are offering free shipping for the duration of the pandemic
3. **By booking a Virtual Consultation.** Book online by visiting cpapmachinescanada.com/video-cpap-consultations/ or calling any location. Video consults are great if you're new to CPAP or have mask fitting, machine troubleshooting questions, or wish to consult with one of our Health Care Professionals. Video consultations are free of charge.

What we are doing to keep our Staff, Clients, and Communities Safe:

- Face Masks required to be worn by staff and clients at all times inside our locations
- Capacity limits are strictly adhered to; if reached, arriving clients will be asked to wait outside
- "STOP entry" signage has been posted alongside screening stations upon entry to our locations
- Mask fitting will be conducted WITHOUT connection to the PAP machine or pressurization
- Sanitizing employee personal items (phone, keys) using our in-house Lumin UV Sanitizer
- 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
- Increased cleaning and sterilization frequency of desks, chairs, and surfaces
- 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.

Mississauga
207-2300 Eglinton Ave W
Mississauga, ON L5M 2V8
Tel.: 905-607-2212
Fax: 1-866-290-2371

Etobicoke
408-190 Sherway Dr.
Etobicoke, ON M9C 5N2
Tel.: 647-996-2727
Fax: 1-866-275-9166

Downtown Toronto
1-1 - 340 College St
Toronto, ON M5T 3A9
Tel.: 647-748-2727
Fax: 1-855-289-9590

Scarborough
1102-2131 Lawrence Ave E
Scarborough, ON M1R 5G4
Tel.: 416-901-1727
Fax: 1-866-619-3796

Uxbridge
3-54 Brock St. West
Uxbridge, ON L9P 1P4
Tel.: 289-301-2255
Fax: 1-866-243-9439

We also ask that if you are not feeling well, exhibiting flu like symptoms, shortness of breath, or have traveled outside of Canada in the past 14 days to please stay home and not come into our clinics. If you have been in contact with any person that is positive for Covid-19, or are awaiting the result of a Covid-19 test, please stay home and take advantage of our virtual options, phone consultation, and free delivery of products. This is for the protection of all of us.

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,



Michael Tierney
President, FPM Solutions