



**In light of recent health events and concerns regarding COVID-19 (Coronavirus), it is in the best interest of both Allure Image clientele and staff to temporarily reduce operating hours, effective immediately.**

### **What's Going On?**

In just the last week and a half, the Nation's stance on how to combat the spread and effects of the virus has drastically shifted and surely we've all already experienced the effects of that in some way, shape or form. Most school systems have been paused or switched to an online format, major sports leagues have been suspended and it's likely that the 2020 Summer Olympics in Tokyo will even be pushed back (the last time that happened was during WWII). Store shelves are empty because of panic-buying. San Francisco is on complete lockdown - no one in or out. Those that wish can't even go out for a relaxing drink at the bar at the end of the day to calm the nerves. As Americans, we have never experienced anything of this magnitude on our own soil.

Unfortunately, no one knows how long this will all last. You can get a varying degree of answers from top health officials, but in just the past 72 hours, the dialogue has become more confusing than ever with our own President (who for a long time seemed to think this virus was nothing to sweat) now saying we could be feeling the effects of this Pandemic well into late summer.

### **What We're Doing**

In order to do our part in helping to reduce the spread of the virus, effective immediately, we are shortening our business hours to no more than 5 hours a day. It is likely that even tighter changes may be made in the near future. For now (3/17/20) until the 31st, our office schedule will be:

**MON 12-5**  
**TUES 10-2**  
**WED 12-5**  
**THURS 10-2**  
**FRI 10-3**

By limiting our operating hours, we can ensure that the total volume of people in and out of the office per day will be effectively reduced. This means less chances of coming into contact with anyone who may have had exposure to the virus. We will also have staff on hand cleaning surfaces meticulously around the clock, especially before and after other patients.

Staff have also been asked to follow the guidelines below to ensure that you, our patients, are in good hands.

Our scheduled Galderma Lunch and Learn event originally scheduled for next Tuesday, the 24th has been postponed indefinitely in order to keep the amount of people in the office at one time to a minimum. We are scheduling our patients in staggered slots for that same reason. We apologize if our temporary schedule changes inconvenience you in any way.

### **How You Can Help**

Before entering our suite, please wash your hands in the bathroom. CDC guidelines state that hand-washing is most effective after 20 seconds with soap, making sure to also wash your thumbs, back of the hands and under the nails. At the very least, please sanitize your hands with hand sanitizer (60% alcohol or higher). If you do not have any, we have some located at the front desk.

Please stay home and reschedule at least 2 weeks out if you:

- Are feeling unwell or showing any symptoms including a cough, fever or even the common cold
- Have travelled internationally
- Have come in direct contact with someone diagnosed with COVID-19 or in contact with someone who has had contact with someone diagnosed

At this time we also ask that you only bring yourself for scheduled appointments. As much as we love having guests come with you for your appointment, we ask at this time you come solo, also leaving children at home as they are considered "super spreaders" and can carry the virus without showing any symptoms.

### **How Long Will It Be Like This?**

Only time will tell how long all of our lives will be in limbo but for now, as explained above, the temporary changes will last until 3/31. If we are forced to go into mandatory lockdown then we will have no option but to close our doors until that lockdown is over.

Please keep your spirits up during these interesting times, pay attention to guidelines and warnings from health and government officials, support small businesses, care for those who cannot care for themselves, smile, call us if you just need someone to talk to, and look out for updates from us in the form of an email or posts to our website or socials.

Thank you for your business over the past 23 years. We would be nothing without our patients.

In Health,

Mina, Dr. Grasso & Your Allure Image Team  
(909) 982-1074