



## COMPASSIONATE CARE BY DESIGN

### PATIENT INFORMATION

for store reopening during COVID-19

No matter how  
you choose to shop with us  
since our stores have reopened,  
your health and safety  
are our highest priorities.

Here's an overview of the protective  
measures we're taking during this  
precautionary period.

## WELCOMING YOU BACK!

### LIMITED STORE VISITS

- Our stores are open to patients at 50% capacity.
- Patients are welcome to visit during store hours with no appointment needed.
- Come in and check in upon arrival. Patients can choose to leave us their phone number if they don't want to wait inside, and we'll call when their appointment is ready.
- Total patients inside each store is limited by the size of the store; individual appointments are handled as quickly and efficiently as possible.
- New customers or those with extra questions are asked to let us know at check in, so we can safely accommodate longer appointments.

### STORE PRECAUTIONS

- All staff and visitors are required to wear face coverings when inside.
- Staff is required to wear appropriate coverings while preparing orders.
- Both patients and staff need to observe six foot social distancing.
- Staff health screenings at the start of each shift.
- All staff are extensively trained in COVID-19 symptoms, precautions, and sanitary practices.
- Any staff member who is exposed to someone with the virus or who becomes ill is required to quarantine and follow medical recommendations before returning to work.
- All staff are provided face covers and sanitizers for protection both in and outside of work.
- Stores have reorganized public areas and added floor markers to ensure social distancing.

- Plexiglass shields have been installed at key interaction points.
- Patients who are or have recently been ill are asked not to enter the stores and will be served curbside.
- Safety reminders are posted throughout each store.
- Visitors are asked to avoid touching displays and surfaces as much as possible.
- Smelling flower is temporarily suspended due to the risk of spreading respiratory droplets; flower can still be viewed.
- Credits for returned empty drums are temporarily suspended.
- Increased cleaning with EPA approved disinfectants in stores and during deliveries.
- Stores operate in full compliance with the State's required Preparedness and Response Plan for COVID-19.

### OTHER CONVENIENCES

- Free Med and Rec Delivery at Sage St. location within a 25 mile radius on Monday, Tuesday, & Friday with a \$100 purchase minimum.
- Curbside pickup for those who prefer to remain in their vehicles.
- Drive Thru service is closed for the winter. Delivery service is available at select times at Sage St. location only; choose "Delivery" at checkout.

*If you have any additional questions about our re-opening preparedness before visiting, please don't hesitate to give us a call!*

Kalamazoo: (269) 762-8038  
Watervliet: (269) 222-4133