

**Klachkova, Anastasiya (CSC/SCC)**

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**From:** Legault Anne (NHQ-AC)  
**Sent:** February 2, 2021 12:56 PM  
**To:** Castonguay Audrey (NHQ-AC); Carver Regan (PRA); Clement Chris (NHQ-AC)  
**Cc:** Legault Anne (NHQ-AC); GEN-NHQ HS Finance  
**Subject:** FYI - 'The Clear Mask' - request for approval to order on GAC  
**Attachments:** Your PayPal receipt; Order #11870 confirmed

**Importance:** High

Good afternoon,  
Please see attached confirmed order emails as per your request.  
Trust this is satisfactory,  
Kind regards,

*Anne Legault*

*Finances – Health Services*

*Cell : (819) 661-5741*

**From:** Castonguay Audrey (NHQ-AC) <Audrey.Castonguay@csc-scc.gc.ca>  
**Sent:** February 2, 2021 12:35 PM  
**To:** Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>; Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>  
**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

Approved  
Audrey

**From:** Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>  
**Sent:** February 2, 2021 11:11 AM  
**To:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>  
**Cc:** Castonguay Audrey (NHQ-AC) <Audrey.Castonguay@csc-scc.gc.ca>  
**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

Hi Anne,  
I would request the following be purchased from CHS (with Audrey's approval):

\$164.41 – 1 box of the clear mask (containing 24 masks)

\$15.00 – shipping

\$23.32 – HST

Total Cost: \$202.73

Shipping information:

Attention Chris Clement – Health Services

340 Laurier Avenue West

Ottawa, Ontario

K1A 0P9

They accept POs and can be emailed to the contact noted below (**Alex Alvarez | E-Store/Retail Supervisor**) or you can order them online at [www.chs.ca](http://www.chs.ca) and click on Shop

Thanks

Regan

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**From:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>  
**Sent:** February 2, 2021 8:34 AM  
**To:** Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>

**Cc:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>

**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

Good morning,

Please let me know if any action on my part.

Have a nice day!

*Anne Legault*

*Finances – Health Services*

*Cell : (819) 661-5741*

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**From:** Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>

**Sent:** February 1, 2021 2:46 PM

**To:** Clement Chris (NHQ-AC) <Chris.Clement@CSC-SCC.GC.CA>; Castonguay Audrey (NHQ-AC) <Audrey.Castonguay@csc-scc.gc.ca>

**Cc:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>

**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

OK – always learning! We'll get 1 box and see how that turns out once Chris can have a chance to look at it. I had thought we were going to get some for all the regions to try.

In terms of the product information, the actual "Clearmask" company/manufacturer noted on the Health Canada website is in the US, and I was hoping to find/use a Canadian distributor so we didn't need to deal with the US. The Canadian Hearing Services organization appears to be selling these masks – noting on their site "The ClearMask™ is the first fully transparent, Health Canada authorized class I medical device for uses related to COVID-19, with full-face visibility."

Regan

**From:** Clement Chris (NHQ-AC) <Chris.Clement@CSC-SCC.GC.CA>

**Sent:** February 1, 2021 11:57 AM

**To:** Castonguay Audrey (NHQ-AC) <Audrey.Castonguay@csc-scc.gc.ca>; Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>

**Cc:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>

**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

Thanks, can we purchase one box for NHQ and maybe share with Quebec to trial the product, they have identified a specific need.

Thanks

CC

**From:** Castonguay Audrey (NHQ-AC) <Audrey.Castonguay@csc-scc.gc.ca>

**Sent:** February 1, 2021 11:30 AM

**To:** Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>; Clement Chris (NHQ-AC) <Chris.Clement@CSC-SCC.GC.CA>

**Cc:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>

**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

Also, in the past, we bought sample to make sure the product is according to the website.

I would suggest we could get one to check and Chris could look at it instead of buying a lot and having complaint. A lot of those mask fog and you don't see anything so I would get it test first.

Audrey

**From:** Castonguay Audrey (NHQ-AC)

**Sent:** February 1, 2021 11:26 AM

**To:** Carver Regan (PRA) <Regan.Carver@CSC-SCC.GC.CA>

**Cc:** Legault Anne (NHQ-AC) <Anne.Legault@CSC-SCC.GC.CA>; Clement Chris (NHQ-AC) <Chris.Clement@CSC-SCC.GC.CA>

**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

So this is not the company that is approved by HC? Although they are identical, the specs need to be the same.

So I would make sure you used the company approved by HC.

Unless I miss anything.

Chris: Let me know if you approved  
Audrey

**From:** Carver Regan (PRA) <[Regan.Carver@CSC-SCC.GC.CA](mailto:Regan.Carver@CSC-SCC.GC.CA)>  
**Sent:** February 1, 2021 11:02 AM  
**To:** Castonguay Audrey (NHQ-AC) <[Audrey.Castonguay@csc-scc.gc.ca](mailto:Audrey.Castonguay@csc-scc.gc.ca)>  
**Cc:** Legault Anne (NHQ-AC) <[Anne.Legault@CSC-SCC.GC.CA](mailto:Anne.Legault@CSC-SCC.GC.CA)>; Clement Chris (NHQ-AC) <[Chris.Clement@CSC-SCC.GC.CA](mailto:Chris.Clement@CSC-SCC.GC.CA)>  
**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

I had verbally discussed with Chris, but am including her on this email so she can approve request of this purchase. I checked the Health Canada website to see if there was anything on the authorized medical devices for uses related to COVID-19 and they list a company from the US called:

Clearmask, Llc (United States), with 2 models listed; CM001EZ and CM001TI This appears to be their website.

<https://www.theclearmask.com>

<https://www.canada.ca/en/health-canada/services/drugs-health-products/covid19-industry/medical-devices/authorized/other.html> - once on this page I typed in clear mask in the search area

This website also has them listed as a Canadian distributor. The pictures look identical to the product listed on the US Clearmask site. Price is box of 24 for \$164.41 and the model # listed is the same as what was on the US page – CM001EZ

<https://www.chs.ca/product/clear-masktm-box-24>

<https://www.chs.ca/>

Hope this is what you require for information, but if you need anything further, let me know.

Regan

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**From:** Castonguay Audrey (NHQ-AC) <[Audrey.Castonguay@csc-scc.gc.ca](mailto:Audrey.Castonguay@csc-scc.gc.ca)>

**Sent:** February 1, 2021 9:48 AM

**To:** Carver Regan (PRA) <[Regan.Carver@CSC-SCC.GC.CA](mailto:Regan.Carver@CSC-SCC.GC.CA)>

**Cc:** Legault Anne (NHQ-AC) <[Anne.Legault@CSC-SCC.GC.CA](mailto:Anne.Legault@CSC-SCC.GC.CA)>

**Subject:** RE: 'The Clear Mask' - request for approval to order on GAC

Regan

I need confirmation that those are approved and meet the spec of HC as previously the clear mask were not meeting any specs.

Did Chris was consulted. If you can provide me her confirmation that she is ok buying those mask I will approved

thanks

Audrey

**From:** Carver Regan (PRA) <[Regan.Carver@CSC-SCC.GC.CA](mailto:Regan.Carver@CSC-SCC.GC.CA)>

**Sent:** February 1, 2021 10:46 AM

**To:** Castonguay Audrey (NHQ-AC) <[Audrey.Castonguay@csc-scc.gc.ca](mailto:Audrey.Castonguay@csc-scc.gc.ca)>

**Cc:** Legault Anne (NHQ-AC) <[Anne.Legault@CSC-SCC.GC.CA](mailto:Anne.Legault@CSC-SCC.GC.CA)>

**Subject:** FW: 'The Clear Mask' - request for approval to order on GAC

Hi Audrey,

Please see attached quote for the clear mask – which is the mask approved by Health Canada, from a Canadian Distributor. He used ONT tax, but it would actually be a bit higher as we would ship to the National Depot in QUE.

8220.50 – masks

15.00 – shipping

1233.27 – QUE tax

Total: \$9468.77

Can we order with the GAC? Chris had wanted to try some out – as we've had requests for them for hearing impaired inmates. Corcan reviewed them and declined to attempt to produce this type of mask.

Thanks

Regan

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**From:** Butterworth Jeremy (PRA) <[Jeremy.Butterworth@CSC-SCC.GC.CA](mailto:Jeremy.Butterworth@CSC-SCC.GC.CA)>

**Sent:** February 1, 2021 8:53 AM

**To:** Carver Regan (PRA) <[Regan.Carver@CSC-SCC.GC.CA](mailto:Regan.Carver@CSC-SCC.GC.CA)>

**Subject:** FW: 'The Clear Mask'

Good Morning,

Here is the quote for the transparent masks

B. Jeremy Butterworth

Correctional Manager (CX-4)

CORE COVID Team

Telephone | Téléphone 403-823-5101 x 6130

Telephone | Téléphone 705-796-0807

Government of Canada | Gouvernement du Canada

**From:** Alvarez, Alex <[AAlvarez@chs.ca](mailto:AAlvarez@chs.ca)>

**Sent:** January 29, 2021 4:01 PM

**To:** Butterworth Jeremy (PRA) <[Jeremy.Butterworth@CSC-SCC.GC.CA](mailto:Jeremy.Butterworth@CSC-SCC.GC.CA)>

**Subject:** Re: 'The Clear Mask'

Hi Jeremy

Here is the quote you requested.

Thank you

Alex Alvarez

Canadian Hearing Services

Retail and E-store Supervisor

1 866 518 0000 ext 4068

[aalvarez@chs.ca](mailto:aalvarez@chs.ca)

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**From:** Butterworth Jeremy (PRA) <[Jeremy.Butterworth@CSC-SCC.GC.CA](mailto:Jeremy.Butterworth@CSC-SCC.GC.CA)>

**Sent:** January 28, 2021 10:08:30 AM

**To:** Alvarez, Alex

**Subject:** RE: 'The Clear Mask'

Good Morning,

Could you please put together a quote for our purchasing agents for:

50 boxes of the clear mask

Shipping to Quebec (I don't have the exact address to our storage depot handy)

Tax incl.

Thanks very much

B. Jeremy Butterworth

Correctional Manager (CX-4)

CORE COVID Team

Telephone | Téléphone 403-823-5101 x 6130

Telephone | Téléphone 705-796-0807

Government of Canada | Gouvernement du Canada

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**From:** Alvarez, Alex <[AAlvarez@chs.ca](mailto:AAlvarez@chs.ca)>

**Sent:** January 26, 2021 4:04 PM

**To:** Butterworth Jeremy (PRA) <[Jeremy.Butterworth@CSC-SCC.GC.CA](mailto:Jeremy.Butterworth@CSC-SCC.GC.CA)>

**Subject:** RE: 'The Clear Mask'

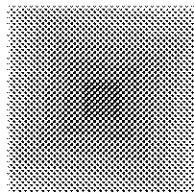
Level one by Health Canada.

**Alex Alvarez | E-Store/Retail Supervisor**

**Office:** 1-866-518-0000 ext. 4068 | **Cellular:**

**Fax:** 1-866-781-9014 | **TTY:** 1-877-215-9530

**Address:** 271 Spadina Road Toronto, ON M5R 2V3 | [CHS.ca](http://CHS.ca)



**CANADIAN  
HEARING  
SERVICES**

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**From:** Butterworth Jeremy (PRA) <Jeremy.Butterworth@CSC-SCC.GC.CA>

**Sent:** January-26-21 5:31 PM

**To:** Alvarez, Alex <AAlvarez@chs.ca>

**Subject:** RE: 'The Clear Mask'

Thanks for getting back to me – one question I forgot

What is the endorsement of these masks (i.e. Health Canada, FDA, etc)?

B. Jeremy Butterworth

Correctional Manager (CX-4)

CORE COVID Team

Telephone | Téléphone 403-823-5101 x 6130

Telephone | Téléphone 705-796-0807

Government of Canada | Gouvernement du Canada

**From:** Alvarez, Alex <AAlvarez@chs.ca>

**Sent:** January 26, 2021 2:21 PM

**To:** Butterworth Jeremy (PRA) <Jeremy.Butterworth@CSC-SCC.GC.CA>

**Subject:** FW: 'The Clear Mask'

Hello Jeremy

Masks are sold only by the box of 24. How many are you interested in ordering?

Masks are in stock and should arrive at Kingston by early next week.

Our supplier usually carries stock unless production delays occur or there are shipping delays.

The masks are single use and non refundable.

No discounts for volume orders.

We accept POs and can be emailed to me or you can order them online at [www.chs.ca](http://www.chs.ca) and click on Shop

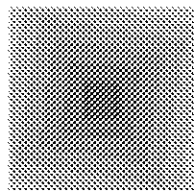
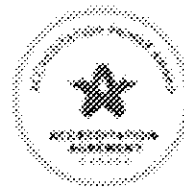
Thank you

**Alex Alvarez | E-Store/Retail Supervisor**

**Office:** 1-866-518-0000 ext. 4068 | **Cellular:**

**Fax:** 1-866-781-9014 | **TTY:** 1-877-215-9530

**Address:** 271 Spadina Road Toronto, ON M5R 2V3 | [CHS.ca](http://CHS.ca)



**CANADIAN  
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SERVICES**

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**From:** Chs, Store <sales@chs.ca>

**Sent:** January-26-21 12:46 PM

**To:** Alvarez, Alex <AAlvarez@chs.ca>

**Subject:** FW: 'The Clear Mask'

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**From:** Chs, Info

**Sent:** Tuesday, January 26, 2021 12:45:53 PM (UTC-05:00) Eastern Time (US & Canada)

**To:** Chs, Store

**Subject:** FW: 'The Clear Mask'

**From:** Butterworth Jeremy (PRA) <[Jeremy.Butterworth@CSC-SCC.GC.CA](mailto:Jeremy.Butterworth@CSC-SCC.GC.CA)>

**Sent:** January 26, 2021 11:27 AM

**To:** Chs, Info <[info@chs.ca](mailto:info@chs.ca)>

**Subject:** 'The Clear Mask'

Hi Alex,

I am contacting you from the Correctional Service of Canada - I've tried to reach you a number of times by phone unsuccessfully.

I'd like some information please on 'The Clear Mask' - a few questions before I can proceed with a purchase order –

- Lead times to ship to Kingston, On?
- Do you regularly carry a large supply? If not, what is the time to stock these?
- Are these one time use or multi?
- Are there discounts for volume orders?
- Invoicing terms?

Thanks very much for taking a look at this,

Jeremy

**B. Jeremy Butterworth**

Correctional Manager (CX-4)

**CORE Covid Team**

P.O. Box 3000 | C.P. Box 3000 Drumheller, AB T0J 0Y0

Telephone | Téléphone 403-823-5101 x 2027

Telephone | Téléphone 705-796-0807

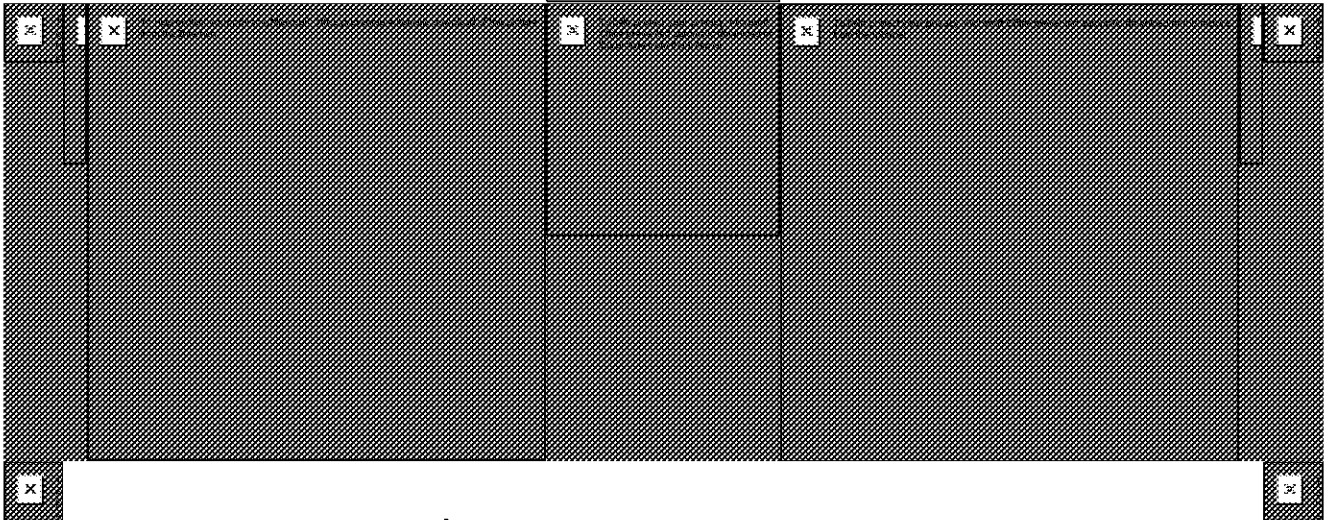
Government of Canada | Gouvernement du Canada

**Klachkova, Anastasiya (CSC/SCC)**

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**From:** service@intl.paypal.com  
**Sent:** February 2, 2021 12:51 PM  
**To:** Legault Anne (NHQ-AC)  
**Subject:** Your PayPal receipt

Hello, Anne Legault



You paid \$202.73 CAD to Canadian  
Hearing Services

Create an account with PayPal and activate Return Shipping on Us.  
Limitations apply.

[Create PayPal Account Now](#)

Your purchase details

**Your transaction ID:**  
57212727WN328762J

**Merchant transaction ID:**  
2P803869N52639018

**Purchase date:**  
February 2, 2021

**Payment to:**  
Canadian Hearing Services  
fshelpdesk@chs.ca

**Payment from:**  
Anne Legault  
anne.legault@csc-scc.gc.ca

**Invoice ID:**  
11870-1612288185

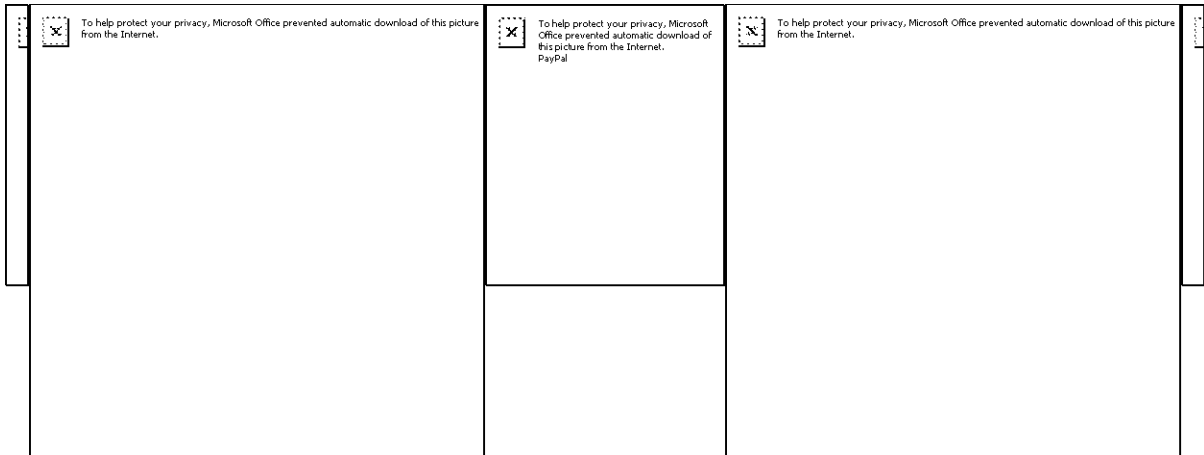
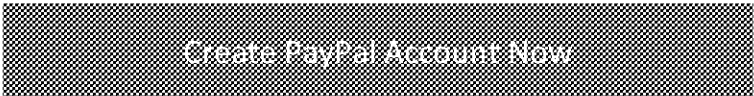
**Quantity:** 1  
**Item:** The Clear Mask™ - Box of 24  
**ID number:** CM001EZ  
**Price:** \$164.41 CAD

—

Subtotal	\$164.41 CAD
Tax	\$23.32 CAD
Shipping	\$15.00 CAD
<b>Total</b>	<b>\$202.73 CAD</b>

You paid using: Mastercard x-3468

This credit card transaction will appear on your statement as PAYPAL \*CHS  
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**Klachkova, Anastasiya (CSC/SCC)**

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**From:** webmaster@chs.ca on behalf of AAlvarez@chs.ca  
**Sent:** February 2, 2021 12:50 PM  
**To:** Legault Anne (NHQ-AC)  
**Subject:** Order #11870 confirmed

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## Canadian Hearing Services

### Order Confirmation

**Order #11870 details:**

1 x The Clear Mask™ - Box of 24 \$164.41

**Shipping Information**

Chris Clement  
CSC - Correctional Service Canada - Health  
Services

**Billing  
Information**

Anne Legault  
Canada

340 Laurier Ave West  
Ottawa ON K1A 0P9  
Canada

Phone

819-661-5741

Shipping method

Home delivery via courier

**Payment Method**

PayPal

Subtotal: \$164.41

Shipping: \$15.00

Tax: \$23.32

**Order Total: \$202.73**

Thank you for your order!



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