

COVID-19 Safety Procedures

Your safety and that of our staff is our top priority. Our COVID-19 response plan includes adherence to the following measures in each of our clinics:

- **Physical Distancing** - We kindly ask that you wait in your car until close to your appointment time (approximately 5 mins prior) to enter the clinic to allow for social distancing measures. Please arrive without guests to your appointment unless absolutely necessary. We will be keeping a 1 metre distance, other than in pre-testing or in your exam with the optometrist. Our clinic room chairs will also be spaced apart.
- **Sanitization** - Upon entering the clinic, everyone will be asked to use the hand sanitizers and wear their mask. We have implemented more frequent and enhanced disinfectant cleaning with each patient interaction.
- **Cash Payments and Receipts** – In order to limit physical contact, we will be primarily accepting debit, VISA, MasterCard, and AMEX through tap payments. Please try to refrain from providing cash payments unless absolutely necessary. Please let us know if you would prefer to have your receipts emailed.
- **Screening & Reminders** – Each patient will receive phone or email reminders of our screening measures before their appointment. All patients will be screened upon entering the clinic. Your appointment will need to be rescheduled if you are experiencing any of the listed symptoms. You will not be able to enter the clinic if you've travelled outside Ontario in the past 14 days or had exposure to anyone positive for COVID-19.



While things may seem different, our commitment and dedication to providing you with highest quality eye care remains the same. Thank you in advance for your patience as we navigate together through this new normal.

Please take care of yourselves; we look forward in seeing you soon!