

We are open and happy to see you! For your protection, we have instituted many changes in our practice which are outlined below:

**Infection Control:** Where possible, we have installed plexiglass on every possible point of interaction. We will have a dedicated team member responsible for continued clinic disinfection including wiping down all chairs, door handles and equipment between patients. We have allowed for additional time in between patients to ensure proper disinfection.

**Physical distancing measures:** We have reduced patient flow through the office and will limit the number of patients in the office. In each of our clinics we will be hosting patients through the optometry entrance as opposed to the LMC clinic entrance, thus eliminating any interaction with the endocrinology unit.

**Patient screening:** All patients will fill out a COVID-19 screening questionnaire in advance of their appointment. These questions will be reviewed prior to being admitted. We will not be seeing any patients who are unwell. We will ask that appointments be rescheduled if patients or anyone in their household has been sick in the two weeks leading up to the appointment.

**Staff precautions:** All of our staff will be pre-screened before being allowed to work. Their temperatures will be taken and they will be asked to discontinue work immediately upon noticing any symptoms of illness. They will all be wearing masks and if they need to get close to you for a measurement will be wearing a face shield and gloves where necessary.

**Patient requirements:** Hand sanitizer will be readily accessible at every stage of your travel through our office. You will be required to use some before entry. Temperatures will be taken of all patients using non-invasive touchless devices. Patients and parents/guardians are required to wear a mask when entering the office. We also ask that you leave all unnecessary belongings at home or in the car. If possible please come to your appointment alone without family or friends.

**Scheduling:** Appointments will be managed to allow for physical distancing measures and disinfection protocol. As such, it will be important for all patients to arrive on-time, otherwise your appointment will need to be rescheduled. We have been directed by our college to refrain from seeing new contact lens fits. We will update you when they become available. We have also been instructed not to see any patients with conjunctivitis or pink eye. There have been cases of COVID-19 that have conjunctivitis as one of the symptoms and to avoid possible contamination of the office we will be seeing such patients through telehealth appointments only.

**Booking an appointment:** If you are interested in booking an eye exam there are three options; you may book on-line, you can email the clinic you wish to visit or simply give us a call. Our staff will schedule appropriately in order to ensure our office is able to maintain the strict protocols mentioned above.

[Click here to request an appointment](#)

We are always here for you if you have any questions or concerns and we look forward to seeing you in a safe manner.  
Stay well!