**VUE³ Vision Therapy COVID-19 Safety Protocol**

The Vue Therapy Team reserves the right to ask any person to leave the clinic if they are not able to comply with the precautions on this list.

**What are we asking of you, our patients and anyone else entering the clinic:**

- Please make sure you and those in your household are healthy and not experiencing any symptoms of COVID-19; if you are experiencing symptoms, please contact the clinic to cancel your appointment.
- If you or a member of your household is immunocompromised please indicate before your appointment to ensure we are aware of this.
- Complete and submit the COVID-19 questionnaire that was sent to you prior to your appointment no more than 24 hours before your appointment.
- Ensure you have masks available for all the people who are planning to enter the clinic as everyone is expected to wear a mask (cloth is acceptable) inside the building.
- All patients will be required to sanitize their hands upon entering the clinic.
- All patients will be required to sanitize their hands before and after use of the bathroom.

**During Appointments:**

**Doctor’s Appointments:**

- Appointments will be booked to ensure as little patient-to-patient interaction as possible.
- Some contact may be necessary during an appointment, (especially a doctors appointment).
- During the appointment please sit where indicated and listen to the doctor/therapist for further directions.

**Vision Therapy Sessions:**

- Appointments will be booked to ensure as little patient-to-patient interaction as possible.
- During the appointment please sit where indicated and listen to the therapist for further directions.
- You will be asked to sanitize your hands frequently, especially before and after an activity.
- We require that you bring your vision therapy equipment bag to each vision therapy appointment as we will be using the items throughout your session to prevent cross-contamination

**What are we doing to keep our patients safe?**

**When you enter the clinic:**
- You will be asked the questions in the COVID-19 questionnaire again (and once more as you enter the Doctor’s exam room), as per the regulations from the College of Optometry
- Your temperature will be taken at the door
- Please have your mask on so we can ensure proper fit before you enter the clinic
- You will be asked to sanitize your hands

**Restrictions within the clinic:**
- The front doors of the clinic will be locked at all times to control the flow of patients in and out
- We are limiting the number of people allowed in the clinic at one time; this means limiting to essential staff only and asking you to only bring one caregiver/companion to appointments; please no siblings or unnecessary children
- We will be closing all waiting areas and restricting access to some parts of the clinic
- Bathrooms will be available for use, but they will be kept locked so we can clean them between uses
- Any unnecessary items (stuffed animals, toys, etc.) should not be brought into the clinic

**Payment Protocol:**
- We will not be accepting debit/cash payments at this time
- You may add a credit card to your file so we may process your payment electronically via our Jane program
- We will be issuing your receipt electronically at this time
Check-In Protocol:
- Doctor’s appointments will enter through the main vestibule door
- Vision therapy Sessions will enter through the emergency exit at the front (it will be indicated)
- Please line up in our staging area the tape on the ground next to your initials on the whiteboard in the window; 2 minutes before your appointment and you will be called in at your appointment time
- If you arrive early or late please call us at 519-265-8895 and dial “0” for reception

Physical Distancing within the therapy clinic:
- Tables will be set up at safe distances and you will be asked to remain at your table unless otherwise asked
- Taped areas on the ground will indicate areas you may walk and stand
- Please ensure you are maintaining proper physical distance from our staff and other patients

How are we keeping our team safe?

Personal Protective Equipment (PPE):
- Our team will self declare their health status at the beginning of each day
- Our team will have their temperature taken at the beginning of each day
- Our team will be wearing scrubs; they will change into them when they arrive at work and they will be washed each evening
- Our team will be wearing face masks and protective eye gear
- Doctors will be required to wear gloves during certain parts of the exam

Disinfection Protocol:

Cleaning and sanitizing:
- Doctors and therapists will be required to sanitize their hands before, during and after exams as well as frequently throughout the day
- Appointments have been set up to allow for thorough cleaning of the space and equipment between each patient
- All surfaces and equipment will be disinfected using supplies that comply with Ministry of Health and The College of Optometry COVID-19 guidelines
- Sanitization stations will be set up for ease of use
- Bathrooms will be cleaned and sanitized after each use