

Return to Work Guidelines During COVID-19

1. OVERVIEW

Several measures will be implemented for the re-opening of the clinic. These measures aim at ensuring that we keep both staff and patients safe during this pandemic. While these will be detailed in the rest of this document, they broadly cover the following areas:

- Prevention
- Health Safety

Prevention

In addition to social distancing the following measures will be implemented

- screening of staff, doctors and patients
- limiting the number of patients in the clinic at any one time
- limiting the amount of time a patient is in the clinic
- installation of plexiglass barriers at the reception area and in the CL teach room
- introduction of our on-line store (limited to CL, dry eye products and certain accessories for now)

Health Safety

For the safety of both staff and patients

- cleaning and disinfecting equipment and surfaces following contact
- staff and patients to wear masks
- PPE use for staff
- Staff procedures for operations within the clinic
- Staff procedures for interaction with patients

2. MEASURES PUT IN PLACE AT THE CLINIC

2.1 Physical Space

Shields

- Plexiglass has been added to reception and CL teach counters.
- Slit lamp shields are installed in both exam lanes.
- Shields are in place for BIOs, phoropters and pupillometers.

Waiting / Reception Area

- Screening criteria posted in visible location before entering the clinic in the vestibule
- A hand sanitizing station will be available at the clinic entrance and must be used by anyone entering the clinic.
- Limited number of chairs in waiting room to respect distancing of at least 2m between chairs.
- Removal of books, magazines and toys as they are high touch points.

2.2 Prevention

Screening

- Screening criteria posted in visible location before entering the clinic in the vestibule
- Patients will be asked to self-declare about their health, and their temperature will be taken with a non-contact thermometer.
- Report to authorities should staff or patients have symptoms and if asked, provide them with a patient log.
- In order to facilitate contact tracing, a log is to be maintained of every person who visited the clinic, including date and time.
- Advise staff and patients who may have been in contact with this person.

Minimize time and contact with patients

- Space appointments and minimize time and contact. This will allow enough time to disinfect before and after every patient and minimize patient volume in clinic.
- To minimize patient time in clinic, lengthy conversations will be done over the phone.

2.3 Staff Health and Safety

Hand Hygiene

- Reminder, hand hygiene is one of the most important things to prevent the spread of COVID-19. To be done as soon as staff enter the clinic, after any patient interaction, after any interaction with a surface, before putting on / removing any article of PPE, etc.
- Hand sanitizer (ABHR) is the method of choice if your hands aren't soiled. If they are, then use soap and water.
- The use of gloves will be available, but like with hand hygiene, a new pair of gloves must be used for every patient interaction.

Staff health

- Prior to entering the office, all staff and optometrists should self-declare the status of their health.
- If any staff do not pass the screening test, or develop symptoms throughout the day, they are to go home immediately, self-isolate and contact their primary care provider or Telehealth Ontario (1-866-797-0000). They should not return to work until they are asymptomatic and have been cleared by their primary care provider or Telehealth Ontario of any concern of COVID-19.
- It is recommended that staff and doctors should adhere to any vaccine immunization schedule (i.e. flu shots in the fall, COVID-19 vaccine if and when available).
- Any confirmed case of COVID-19 should be reported to the local Public Health Unit.

Social distancing

- Avoid sharing workstations with other staff members whenever possible.
- Try to stagger break times to limit overcrowding in staff areas.
- Try to keep one staff member per patient (whenever possible) to limit multiple interactions.

Personal Protection Equipment (PPE)

Staff will follow the proper protocol and order of donning and doffing PPE.

Clothing

- Staff will change their clothes before entering the main living space of their homes.
- They will avoid wearing jewelry, scarves or other loose-fitting items and consider tying up long hair.
- If not wearing scrubs, staff will wear clothes that can be easily washed and/or removed (while still being professional).

Masks

- Masks must be worn at all times when social distancing isn't possible (less than 2m of one another). Masks must cover mouth and nose. One mask may be used for an entire shift.

Eye-protection

- Eye protection must be worn in the form of goggles, safety glasses or face shield.

Gloves

- Single use latex or nitrile gloves may be used, once only, in a single patient encounter. Hands must be washed upon the insertion and removal of gloves.
- Optometrists should wear gloves and/or disposable cotton tip applicators whenever they are touching patients' eyes or eyelids.

2.4 Patients (Pre-Appointment)

Pre-appointment Screening

- When calling patient before their appointment, the status of their health shall be assessed
 - ⊖ Any patient who does not pass screening criteria should be referred to Telehealth Ontario (1-866-797-0000)
 - Optometrists should not see any patients in office who do not pass the screening criteria.
 - If a patient fails the screening criteria and has an urgent/emergent eye issue that cannot wait, they are to be directed to the nearest available ophthalmologist or urgent care / ER
 - Note that conjunctivitis is now a symptom of COVID-19. If a patient calls for pink eye, it is preferable that they be assessed via telehealth.

Communication with patients before they arrive at the clinic

- Patients are advised to visit our 'Guidelines for Patients' section on our website (or Annex A of this document) to review everything they need to know in order to prepare for their visit.

Virtual Care/Telehealth

- When a patient fails the screening test (either over the phone or at reception desk) they can book a virtual or telephone appointment with the doctor.

On-line Store for CL, dry eye and other products (coming soon!)

- All patients can order certain products through the on-line store (visit orleansoptometry.com for details). This is a new service. As always, CL orders must be approved before being processed.
- New contact lens training is not permitted at this time for safety reasons.

3. CLINIC ACTIVITIES: OPERATING PROCEDURES

3.1 When Staff Arrive at the Clinic

- As soon as they enter the clinic, they are to wash their hands with sanitizer. If they are soiled use soap and water.
- Staff are to don PPE

3.2 Disinfecting and Cleaning

- Staff will keep surfaces clear and clutter down to a minimum.
- Every device or appliance (including frames) that patients contact must be disinfected before use with the next patient.
- Regularly disinfect common touch points like doorknobs, counters, keyboards, phones, pens, washrooms, faucets, etc.
- There will be signs on doorways to indicate if a room has been cleaned or if it needs cleaning.

3.3 Administration

- Staff will avoid sharing workstations with other staff members whenever possible.
- They will stagger break times to limit overcrowding in staff areas.
- They will keep one staff member per patient (whenever possible) to limit multiple interactions.
- Booking Appointments:
 - o Staff will space appointments and minimize time and contact. This will allow enough time to disinfect before and after every patient and minimize patient volume in clinic.

3.4 When Patients Enter the Clinic

- Patients should wait in the car until we call them for their appointment (if they have no cell phone, they can wait in the reception area/waiting room)
- They are to leave any unnecessary items in their car, including their phone if possible.
- They are to sanitize their hands as soon as they enter the clinic.
- Check the status of their health. Can use the following website (ca.thrive.health/covid19/en) as a COVID-19 Symptom Assessment Tool.
 - o Any patient who does not pass screening criteria (positive to any of the above questions or temperature higher than normal) should be referred to Telehealth Ontario (1-866-797-0000)
 - o Any confirmed case of COVID-19 (including patients, doctors and staff) should be reported to the local Public Health Unit and if asked provide them with patient log.
 - o Advise staff and patients who may have been in contact with this person.

- Optometrists should not see any patients in office who do not pass the screening criteria.
- If a patient fails the screening criteria and has an urgent/emergent eye issue that cannot wait, they are to be directed to the nearest available ophthalmologist or urgent care / ER
- Patients 2 years of age and older must be wearing a mask or cloth face covering for the duration of their time in the clinic (we will provide one for \$5 if they didn't bring one).
- Take their temperature with the non-contact thermometer. Patients with a higher than normal temperature will have their appointments cancelled and will be encouraged to contact Telehealth Ontario (1-866-797-0000).
- In order to facilitate contact tracing, a log is to be maintained of every person who visited the clinic, including date and time.

3.5 Patient Exams

- PPE is to be worn throughout testing by doctors and staff.
- All equipment must be disinfected between each patient.
- When patient is in pretesting or exam room, keep doors slightly open to increase airflow.
- For pretesting, can do autorefraction, but do not do pressures. Doctors will measure pressures during exam.
- The patient should be instructed not to speak during tests that require close proximity to doctor / staff, and the staff / optometrist should make every attempt to provide verbal instruction prior to beginning the procedure.
- At this time, full threshold visual fields may be conducted for emergency cases only with patient wearing a properly secured mask, as the interior of the bowl is not able to be disinfected without damaging the instrument.
- To minimize exposure time, will only dilate when necessary – typically diabetics, high prescriptions, new worrying symptoms of flashes / floaters, etc.
- Patients who are coming in for a dilation only will be brought to the contact lens room, drops will be inserted and they will be asked to wait in their car until their drops have taken effect. We will contact them when the doctor is ready to see them.
- To minimize patient time in clinic, lengthy conversations will be done over the phone. Doctors will do case history and results over the phone.

3.6 Dispensing

- It is recommended that we book appointment times for frame selection, dispensing glasses / CLs and repairs. This will help keep control the number of patients in the clinic.
- New glasses may be fitted, observing proper use of PPE during the encounter.
- Staff take frames off the board before handing to the patient to try on. Patients do not take frames themselves.
- Frames must be cleaned and sanitized immediately after contact by each patient, before being placed back on display
- Efficiency in frame and lens selection is strongly encouraged to minimize the length of time of the encounter.
- Use a ruler to take PD measurements or disinfect pupillometer and shield between each patient.
- Any lengthy discussion over choice of lenses / coatings can be done over the phone after frame selection and measurements
- Adjustments and repairs may be made to a patient's personal frames. Frames should be sanitized prior to making the adjustment / repair and tools must be sanitized after use. Hands must be washed / sanitized, or gloves donned / doffed immediately before and after handling the patient's glasses.
- Encourage online purchasing of CLs. We will soon have an e-store they can order from and we can ship directly to them.

3.7 Contact Lens Training

- New CL training is not permitted at this time due to extended periods of close contact with patients and repeated touching of the face and eyes. A quick refresher may be permitted.
- When we are to proceed with a CL teach, the following measures are to be implemented:
 - o A plexiglass shield has been added to minimize exposure between staff / patient
 - o Advise patient to watch tutorials on our website before-hand so they are prepared.
 - o Disinfect counter and working area before and after CL teach.
 - o Have patient wash hands with soap and water before (so as not to get alcohol-based hand rub on contacts) and sanitize hands after CL teach (soap or ABHR).

3.8 Virtual Care / Telehealth

- Optometrists are encouraged to continue providing virtual care (telephone / video consultations) whenever possible to minimize the number of in person visits, especially for more vulnerable patients.
- We will try to gather as much information as possible as to the patient's concern prior to them being assessed by the doctor. Encourage the sending of photos via email when possible.
- Receive consent from a patient that at the moment we cannot bill OHIP for a telehealth consultation, and a fee of \$60 will apply. It may be covered by insurance however.

****Disclaimer when sharing personal information over the phone or email: Telehealth does not replace an in-person visit. And even though we are HIPPA compliant and have all the proper firewalls in place, there is still a risk of personal information being intercepted.***

3.9 Virtual Store (coming soon!)

- We will have an e-store where patients can buy contact lenses and dry eye products online.
- We encourage patients to shop online as it will minimize time in office for them and will increase their convenience.
- They will have the option to ship directly to their home, or to pick up items at the clinic. We encourage home delivery.
- All contact lens orders must first be approved, before being processed.

3.10 Payment

- When taking payments, we encourage contactless payments vs cash.
- Disinfection of the POS terminal after each use
- We encourage the patient to accept electronic prescriptions and receipts via email instead of paper copies.

3.11 End of Day

- Disinfection of common areas, surfaces

ANNEXES

- A. VISIT GUIDELINES FOR PATIENTS**
- B. FULL LIST OF COVID-19 SYMPTOMS**
- C. HAND WASHING GUIDE WITH ALCOHOL-BASED HAND RUB (ABHR)**
- D. HAND WASHING GUIDE WITH SOAP AND WATER**
- E. STANDARD OPERATING PROCEDURES**
- F. COVID-19 EXPOSURE RISK ASSESSMENT**

A. VISIT GUIDELINES FOR PATIENTS (posted on website)

Patients entering the Eye Care For You optometric clinic must follow these guidelines to avoid spread of the Covid-19 virus.

- Punctuality is very important to ensure social distancing is maintained.
- To open the front doors, use your elbow to push the handicap button.
- You must immediately wash or sanitize your hands upon entering the clinic.
- Hands must be washed or sanitized immediately before and after any encounter with doctors or staff.
- You must be wearing a mask or cloth face covering for the duration of your time in the clinic (we will provide one for \$5 if you didn't bring one). This is a requirement for all patients 2 years of age or older.
- You must leave any unnecessary items in your car, including your phone if possible.
- Though we ask you screening questions on the phone before the appointment (recent travel, contact with known case or symptoms of COVID-19), you will be asked them again upon arrival in the clinic.
- Your temperature will be taken upon entering the clinic with a non-contact thermometer. Patients with a higher than normal temperature will have their appointments cancelled and will be encouraged to contact Telehealth Ontario (1-866-797-0000).
- If you fail to comply with any of our new regulations, you will be asked to leave and your appointment will be cancelled.
- When paying, we encourage you to use contactless payments (tap to pay) instead of cash.
- We will also be providing electronic prescriptions and receipts via email instead of paper copies.

Resources for patients to make their own mask

- DIY Bandana Face Mask <https://youtu.be/zkQq3Iex-qo>
- A Doctor Explains How to Make the Safest Face Mask <https://youtu.be/W6d3twpHwis>
- Cloth mask with pouch <https://www.sewcanshe.com/blog/simple-step-by-step-tutorial-for-the-olson-mask-pattern>
- See the videos in this news story about how to wear a mask and ways to make your own mask <https://www.cbc.ca/news/politics/non-medical-masks-covid-19-spread-1.5523321>

Thank you.

Dr Bender OD

Dr Ilic OD

Staff of Eye Care for You

B. FULL LIST OF COVID-19 SYMPTOMS

Classic:

- Fever
- New or worsening cough
- Difficulty breathing

Other:

- Sore throat
- Difficulty swallowing
- Loss of taste / smell
- Nausea / vomiting
- Diarrhea
- Abdominal pain
- Pneumonia
- Runny nose (other than seasonal allergies or post-nasal drip)
- Nasal congestion (other than seasonal allergies or post-nasal drip)

Less common:

- Unexplained fatigue / malaise
- Delirium
- Unexplained or increased number of falls
- Acute functional decline
- Worsening of chronic conditions
- Chills
- Headache
- Conjunctivitis
- Croup
- Multisystem inflammatory vasculitis in children (inflammation of blood vessels)
- Trouble feeding in infants

This list is being regularly updated so please consult this link for further information:

<https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx>

If a patient is suspected of having COVID-19, he must be reported to the Ontario Public Health immediately by either of these methods:

- 1- Using the online COVID-19 reporting tool, in which case you don't have to call OPH to report the same concern.
- 2- Calling 613-580-6744

C. HAND WASHING GUIDE WITH ALCOHOL-BASED HAND RUB (ABHR)

- Recommended when hands are clean
- ABHR must be be at least 70% alcohol

How to handrub

Rub hands for 15 seconds



1
Apply 1 to 2 pumps of product to palms of dry hands.



2
Rub hands together, palm to palm.



3
Rub in between and around fingers.



4
Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



5
Rub fingertips of each hand in opposite palm.



6
Rub each thumb clasped in opposite hand.



7
Rub hands until product is dry.
Do not use paper towels.



8
Once dry, your hands are safe.



JUST CLEAN
YOUR HANDS

For more information, please contact handhygiene@oahpp.ca
or visit publichealthontario.ca/JCYH



Ontario

D. HAND WASHING GUIDE WITH SOAP AND WATER

- Scrub hands for at least 20 seconds

How to handwash

Lather hands for 15 seconds



Wet hands with warm water.



Apply soap.



Lather soap and rub hands palm to palm.



Rub in between and around fingers.

Lather hands for 15 seconds



Rub back of each hand with palm of other hand.



Rub fingertips of each hand in opposite palm.



Rub each thumb clasped in opposite hand.



Rinse thoroughly under running water.



Pat hands dry with paper towel.



Turn off water using paper towel.



Your hands are now safe.



**JUST CLEAN
YOUR HANDS**

For more information, please contact handhygiene@oahpp.ca
or visit publichealthontario.ca/JCYH



E. STANDARD OPERATING PROCEDURES

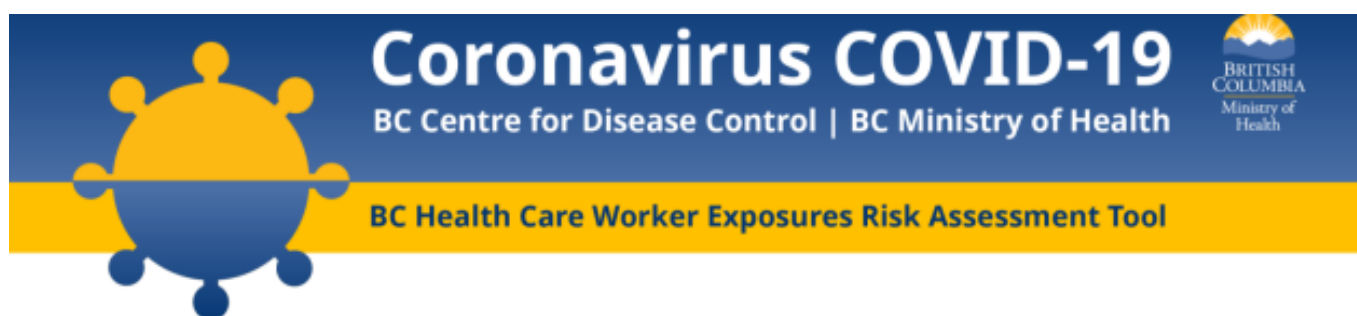
Area	Sub-Area	Device	Disinfection Level	Frequency	Who	Agent
Professional	Exam Room	Spuds, Alger Brush, Lacrimal Dilators, Cannulas	High	1	A	G,A,P
		Tonometer / Pachimeter probes	High	1	A	P
		Diagnostic lenses (90D, Gonio)	Low	1	A	P,S
		Forehead / chin rests (i.e. phoropter, VF, OCT, auto-refractor)	Low	1	A	A,S
		Occulders, eye patches	Low	1	A	A,B
		Diagnostic equipement (i.e VF, OCT)	Low	1	A	A
		Sinks	Low	1	B	A,B,S,O
		Exam chair & unit	Low	1	A	S
		BV glasses	Low	1	A	S
		Trial frame	Low	1	A	S
		Hand held instruments	Low	1	A	A
	Lab / Disp.	Contact lens cases	High	1	A	P
		Frame warmer	Low	1	A	S
		Frames on display	Low	1	A	S
		Lab hand tools	Low	1	A	A
Administrative	Desktop counters		Low	2	B	A,B,S,O
	Computer Keyboards, mouse and telephone		Low	2	B	A
	Visa device		Low	1	B	S
	Staplers, tape dispensers		Low	2	B	A,O
	Pens, pencils		Low	1	B	A,O
	Printer		Low	2	B	A
	Sneeze guards		Low	2	B	S
General	Chairs		Low	1	B	S
	Toys		Low	N/A removed	B	A,B,S,O
	Door handles		Low	1	B	A,B,S,O
	Washrooms		Low	1	B	A,B,S,O
	Light switches		Low	2	B	A,B,S,O

Frequency	
1	After direct patient contact
2	End of day
3	Weekly
4	Monthly

Who	
A	Individual directly involved in patient care
B	Staff
C	Cleaning service

Agent	
P	3% H2O2 (Clear Care)
G	Glutaraldehyde
S	Soap and water
A	Alcohol
B	Diluted Bleach (10:1)
O	Other household disinfectant agent

K. COVID-19 EXPOSURE RISK ASSESSMENT



STEP 1:
Determine HCW
PPE level

STEP 2:
Determine patient
exposure scenario

STEP 3:
Determine
risk level

STEP 4:
Implement recommended
measures

Exposure Scenario		Exposure Risk	Recommendation
HCW PPE	PATIENT		
-	2m distance Less than 15 mins	NO RISK	Not considered a close contact. We are either here , or here If HCW asymptomatic: 1. CONTINUE to work, follow general precautions for all HCW 2. No further follow-up required by WHS If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until cleared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC
All appropriate PPE	Wore mask NO mask		Depending on interpretation of PPE, we could also be here If HCW asymptomatic, 1. CONTINUE to work 2. SELF-MONITOR for symptoms for 14 days If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until cleared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC
No gloves/gown (but wore mask + eye protection)*	Wore mask NO mask		
No surgical mask/ No eye protection	Wore mask	LOW RISK	If HCW asymptomatic and essential: 1. CONTINUE to work WITH PRECAUTIONS (wear mask at all times, practice physical distancing) 2. SELF-MONITOR for symptoms for 14 days If HCW asymptomatic and non-essential: 1. EXCLUDE from work + SELF-ISOLATE for 14 days 2. NOTIFY supervisor/delegate 3. SELF-MONITOR for symptoms If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until cleared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC
Perform AGMP + Wore surgical mask	-		
No PPE	Wore mask NO mask		
No surgical mask/ No eye protection	NO mask Active cough	HIGH RISK	If HCW asymptomatic and essential: 1. CONTINUE to work WITH PRECAUTIONS (wear mask at all times, practice physical distancing) 2. SELF-MONITOR for symptoms for 14 days If HCW asymptomatic and non-essential: 1. EXCLUDE from work + SELF-ISOLATE for 14 days 2. NOTIFY supervisor/delegate 3. SELF-MONITOR for symptoms If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until cleared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC
Perform AGMP + No N95 respirator/ No eye protection	-		



HCW and patient were more than 2m apart during entire interaction



Patient-provider interaction lasted less than 15 minutes (may be cumulative)



Patient wore a mask during entire interaction



Patient did NOT wear a mask



Patient had active cough or cough-inducing procedure performed (e.g. swabbing)

*Risk level may increase for not wearing gloves and gown if there was extensive body contact with the patient's body fluids.