

## Marie Allen Ocularist LTD. COVID-19 Operational Plan

### Office Procedures:

Updated: Jan 5, 2021

- Patients to arrive within 5 minutes of appointment time, no earlier, to reduce number of people in waiting room
- Patients with appointments at the Burnaby location will be asked to wait outside the office until their scheduled appointment time to allow the previous patient to exit the facility and cleaning of the clinic. Patients will be taken directly into the clinic room.
- All patients must answer [COVID-19 Screening Questions](#) prior to or at the time of their scheduled appointment
  - \*If “no” to all questions, staff will direct them to the waiting area or directly into treatment if possible*
  - If “yes”, staff will reschedule their appointment for a minimum of 10 days later, and will be advised to call 8-1-1 or contact their medical doctor for further evaluation.*
- Sanitization of hands upon entering building and clinic room is required
- All staff, patients and personnel must wear a mask (covering chin and nose) for the duration of appointment
- No patient escort permitted unless absolutely necessary (ie, parents of child, translator, care aid)
- Plexiglass barriers are installed at work stations between Ocularist and patient
  - \*Please note, we will have to work around the plexiglass barrier when inserting/removing your artificial eye, examining the socket, taking an impression in order to fabricate your artificial eye. Proper P.P.E will be worn by Ocularist for your health and safety*
- Full cleaning of all surfaces, touch points, and tools used after every appointment
  - \*Cleaning done as per solution instructions. Mask and gloves worn during cleaning process*
- Instruments that have been exposed to patients socket must be cold sterilized in Gluterate solution overnight, as per normal procedure and recommendations of the product
- Unnecessary office materials have been removed from clinic (ie, magazines, children’s toys, extra pens)
- Paperwork to be completed remotely when possible

### Staff Procedures:

- Staff sign in required daily stating they can answer “no” to all COVID Screening questions
  - If staff member unable to answer, they will be required to work from home until they are healthy and eligible to work according to the 811/WorkSafe/Ministry of Health guidelines
- If new cold/flu symptoms appear during office hours, staff members must be picked up by a household member and taken directly home. Staff will be advised to call 811, and work from home until healthy
- Staff to maintain social distancing in office as much as possible
- Masks worn in all common areas and when interacting with co-workers and patients
- Masks, gloves, scrubs, eye protection to be worn when seeing patients
- All materials exposed to patients socket (ie, wax patterns, painting shells, and prostheses) must be disinfected with bleach (wipes or 10 minute soak),germicide wipe, and cleaned for 20 seconds with antibacterial soap and water before continuing with lab work
- All polishing trays and mops to be cleaned and disinfected daily
- Appointment schedule has been altered to facilitate adequate time for cleaning procedures

## COVID-19 Symptom Screening Questions:

Each patient is required to read and answer the following questions upon arrival to their appointment in order to maintain health and safety of office staff and patients. Please read carefully and answer the following questions:

1. Do you have cold or flu-like symptoms including fever, cough, chills, sore throat, muscle pain, shortness of breath or new loss of taste or smell?
2. Have you been in close contact with anyone who currently has any of these symptoms or tested positive for COVID-19?
3. Have you or anyone in your household traveled anywhere **outside of Canada** in the last two weeks?
4. Have you or anyone in your household traveled anywhere **outside of BC or Yukon** in the last two weeks?
5. Are you currently under direction of the provincial health officer to self-isolate?

If unable to answer no to any of these questions, please call 811 for further assistance. Your appointments will be rescheduled to a minimum of 14 days from today. Thank you for your understanding.