

## COVID-19 safety plan

How are we ensuring workers know how to keep themselves safe from exposure to COVID-19?

- CEC COVID-19 Procedures and Safety Protocols document provided to each team member to learn, review and reference; Copies onsite in Covid-19 Binder, Office Procedures Manual and Health & Safety Binder
- Signs posted in kitchen/staff room; Daily sign in sheet for self-screening declaration
- Reminders in morning 5min meetings and weekly email updates
- Training videos for proper PPE use and disposal
- Providing adequate PPE supplies

How are we screening for COVID-19?

- Patients are screened using the Ministry of Health screening questionnaire upon booking appointments (if within 2weeks of appt), 2days before appointment via Eyeconx or by phone, and at the door before entering the clinic on day of appointment. Doctors reconfirm that they are asymptomatic and pass the screening in exam room.
- All other persons (parents, patients wanting adjustments or dispensing, support persons) entering the clinic are screened before entry
- All staff self-screen before shifts and complete the Ministry of Health screening tool for safe entry into the workplace

How are we controlling the risk of transmission in our workplace?

## Physical distancing and separation

- Changed hours and shifts so that we have half as many doctors and staff working to allow for social distancing
- Removed patient waiting area and separated chairs (>2m)
- Patients are screened at arrival by calling a direct cell number posted on the door
- Minimizing the amount of time a patient is in the clinic (only brought in just before appointment starts or a exam room is available ie. Wait time is spent outside the clinic)
- Asking patients to come in alone (unless need translation, parent/guardian, or support person)
- Plexiglass barriers installed at front desk and adjustment bar, and on equipment in exam rooms; Face shields and gloves available to team members if needed
- Workstations separated to give team members 2m separation and enforce social distancing when possible
- Team members staying at one workstation for shift or disinfect between users and at end of shift
- Two persons limit in lab and at the lunch table (ensuring social distancing)
- Each doctor works on one side of the clinic
- Maximum 14 persons limit in the clinic at one time (excluding team members). Locked door policy. By Appointment Only.
- Curbside pick ups and payment over the phone or TAP encouraged
- Patients bypass the front desk and placed directly into the exam room after pretesting
- Doctors are doing pressures in exam rooms (instead of pretest)
- Maximum two patients in an exam room with doctor

## **Cleaning**

- Team members wash hands upon entering the clinic and after (and sometimes during) each patient encounter
- All surfaces and equipment (dispensing tables, pretest and examine room equipment, and chairs) are disinfected after patient use
- Workstations, keyboards, mouse, phones, pens are disinfected between uses of different team members
- POS cleaned after patient use
- All frames tried on by patients, and tools used for patient own frame adjustments, are cleaned immediately afterwards
- Fax machine/scanner disinfected after use by team member
- Disinfecting washroom after each use
- Common areas are cleaned at least twice a shift and at the end of the day, or when soiled. Tracking sheet initialled by safety officers.
- Fridge and microwave, table and counters, disinfected after use by team member. Dishes washed and dried immediately, not to be left in dishrack to air dry.
- Doctors disinfecting exam rooms after patient use and moving to the adjacent exam room for the next patient. This allows proper disinfection time and ventilation before a patient or doctor re-enters the room

## **Other**

- Guided frame selection with team members. Patients are not allowed to touch the frames on the frame displays. Team members sanitize hands before touching frames for dispensing.
- Visitor tracking to manage contact tracing
- Exam appointments booked every 30min, with no squeeze ins, to allow for proper disinfection and ventilation in the exam rooms
- Rescheduling patients if they failed screening, or if they cannot wear a mask for the duration of the appointment
- Mandatory for team members to wear medical masks and goggles, or glasses with side shields, at all times in the clinic, except when social distanced and eating/drinking in the

staff room. All other persons entering the clinic need to wear masks, with proper coverage of nose and mouth, for the entire visit.

- Patients sanitize hands upon entry to the clinic
- All food and drinks must remain in the staff room, in team members bunk or in the fridge, to reduce risk of possible exposure

What do we do if there is a potential case, or suspected exposure to, COVID-19 at our workplace?

- If potential case is a team member, they are to self isolate immediately, and notify managers/practice owners. If symptoms begin in-office, team member is sent home and thorough disinfection takes place. Consult with Public Health or/and primary care provider and notify managers/practice owners. If directed to get a COVID test and test is positive, continue to self isolate (usually 10-14days) and follow directions of Public Health. Contact tracing may have to be done. If negative or no COVID test required, continue to self isolate until symptoms are gone or advised by Public Health (usually 10-14days)
- If contact tracing identifies a potential exposure from a patient, we trace back to who worked the day that the potential exposure occurred, and look at possible interactions with that patient. (Pretester initials file, doctor examined, dispenser initials order/quote)

How are we managing any new risks caused by the changes made to the way we are now operating due to COVID-19?

- Beth and Amanda connect with each team member to make sure everyone is adjusting well to new hours, protocols, procedures and if any modifications are needed
- Glove are worn for disinfecting with harsh chemical wipes to reduce risk of occupational dermatitis/damage to skin
- Masks are worn into the clinic and removed once team member has left the clinic

- Risk of not seeing patients in a timely fashion due to COVID closure backlog. Patients are put on a cancellation list and contacted if an earlier appointment is available. Patients redirected to ER or PCP for evaluation, depending on urgent needs.
- Having other staff or doctors covering shifts to avoid understaffing due to isolations/holidays/illnesses
- Unhappy patients when asked the COVID screening questions multiple times and when asked to wear a mask for the appointment. We stress that this is mandated and for their safety as well as the staff and doctors.

How are we making sure our plan is working and everyone is following protocols?

- We have safety officers to ensure protocols are followed and document cleaning schedule
- We hold each other accountable and work together as a team to follow procedures and keep everyone safe
- We have updates and reminders at the daily meetings and weekly updates emails
- Practice owners are approachable and advised of any team members that need reminders
- Team members are asked to review the COVID-19 Procedures and Protocols Manual on a regular basis
- Staying up-to-date with regional changes to guidelines and ensure all team members are aware of changes
- Team members sign in each shift, declaring that they are safe to work, after completing the COVID screening questionnaire