

Canadian Society of Ocularists Atlantic COVID-19 Reopening Protocol

During this unprecedented time, the following must be implemented.

For All Employees:

- All employees are provided access to alcohol-based hand sanitizer, hand soap, appropriate PPE, non-touch trash cans
- Physical distancing of 2 meters will be implemented, whenever possible
- Frequent and proper Handwashing is **mandatory**
- Appropriate PPE is to be worn, when within 2 meters of patient
- All employees are required to wear scrubs:
 - Street clothes are to be worn to and from work.
 - At the end of each day, place soiled scrubs in a plastic bag and take home to be laundered, each day
 - Clean scrubs are required each day

- Staffing is to be reduced; to minimize risk of exposure
- Employees are discouraged from sharing pens, keyboards, phones, desks and offices, whenever possible
 - Such commonly touched surfaces are to be cleaned and disinfected after each use.
- When possible, staff should be asked to work from home
- **Mandatory** for **ALL** Ocularists and staff to be trained on the new policies and procedures, related to the COVID-19 pandemic, prior to opening
- Any employee is to stay home, if feeling unwell
- Any employee that presents with COVID-19 symptoms, are required to call 811 and follow their instructions

- Employees are to be trained in the proper use of Personal Protective Equipment (PPE)-donning, doffing, and disposal, prior to opening

Donning mask:

1. Perform hand hygiene
2. Open mask fully to cover from nose to below chin
3. Put on mask
4. Secure ties to head (top first) or elastic loops behind ears
5. Mold the flexible band to the bridge of nose (if applicable)
6. Ensure snug fit to face and below chin with no gaping or venting

Doffing mask:

1. Perform hand hygiene
2. Do not touch the front of the mask
3. Carefully remove mask by bending forward slightly, touching only the ties or elastic loops. Undo the bottom tie first then undo the top tie
4. Discard the mask in the garbage
5. If the mask itself is touched during doffing, perform hand hygiene

- Employees are to be trained in proper office hygiene, prior to opening

All training will continue throughout. Due to the unpredictable nature of this virus, employees will need continuing education, regarding COVID-19 and any changes that occur.

- Front End Office Staff - install a plexiglass barrier
 - Required to wear medical grade face mask, while dealing with anyone within 2 meters
 - Gloves are to be worn during interactions between patients and discarded after every use

- Frequent handwashing/hand sanitizer is a must, especially before and after any interaction with others
- Frequent cleaning of all commonly used items, such as the keyboard, mouse, pens, phone
- When a client is paying for their service, contactless payment and billing is preferable when possible. Some options for this include:
 - • Interac/Debit tap option
 - • Online payment options
 - • Direct billing when applicable
 - • Emailing the client their receipt
- Wash your hands after handling payments, receipts, or money to/from a client

Ocularists are required to wear the following, during all interactions, within 2 meters of patients:

Medical grade face mask

Gloves

Scrubs

Surgical Caps/bouffant

Booties

Gowns

Protective Eye Wear

There will be **no** contact, with any patient within 2 meters, without the proper PPE.

Common Office Hygiene Practice (Living with COVID-19)

- All doors are locked; signs to be posted at all doors, with phone number, instructed to call upon arrival.
- There is to be no one entering the office, without pre-screening Managing Deliveries- all delivery persons are to call upon arrival. They will be instructed to DROP AND GO. If a signature is required, and physical distancing is not possible, a staff member is to wear a mask and gloves and meet delivery person outside for signature.
Parcels are to be cleaned and disinfected before entering the office.
- If possible, close all waiting areas.
- If not, remove all items (books, magazines, tables, coffee makers, etc.) from all waiting areas or common spaces.
- Limit chairs and clean and disinfect after every use
- All unnecessary furniture should be removed
- **In fitting rooms; All supplies, products, tools, etc.; should be removed. If not, ALL items must be cleaned and disinfected after each patient**

- If chairs are not a solid surface, cover with disposable chair covers. These **must be** changed after every use.
- Managing Waste:
- Limit the amount of patients at one time: MAXIMUM 2
- Never book more than one patient at a time, if private rooms aren't available.
- No more, than ONE patient, at a time, in any common area
- All rooms are to be disinfected before and after each patient contact
- **All solid surfaces, i.e; countertops, desks, floors, chairs, etc. in the fitting rooms, must be cleaned and disinfected after each patient.**

- There must be ample time given, between patients, for proper cleaning and disinfecting surfaces
- Surfaces to be cleaned: doors, doorknobs, counter and desktops, hand sanitizer dispensers, keyboards, pens
- All Floors cleaned and disinfected at the end of the day

Recommended disinfectant: 10-1 bleach/water solution.

Managing Waste:

- All trash cans must contain garbage bags
- All rooms/offices are provided with touchless trash cans with a lid and foot pedal
- All fitting room trash cans are emptied after each patient; and clean and disinfected
- Office trash cans are emptied, clean and disinfected at the end of every day.

Employees MUST THOROUGHLY wash hands after completing to task

Our Patients:

Prior to Appointment

- **Patient face masks** - Are **recommended** but not required
- All patients require a pre-screen call, the day before their appointment. They are to be advised, at this time, that they will undergo a temperature check before entering
- They will also be advised the following:
Pre-visit screening of clients, when they make an appointment, by advising them that they cannot attend if they are feeling unwell the day of the appointment. The client should also be advised to use the 811 on-line self-assessment tool if they are unwell.
When a client wishes to book an appointment, he/she/they should be asked the following questions:

Have you tested positive for COVID-19 that you have not fully recovered from?

Are you experiencing any of the following symptoms? *(Not related to a previously documented health concern)

<https://novascotia.ca/coronavirus/when-to-seek-help>

- a. fever (i.e. chills, sweats)
- b. cough or worsening of a previous cough
- c. sore throat
- d. headache
- e. shortness of breath*
- f. muscle aches
- g. sneezing
- h. nasal congestion/runny nose
- i. hoarse voice
- j. diarrhea
- k. unusual fatigue
- l. loss of sense of smell or taste
- m. red, purple or blueish lesions on the feet, toes, or fingers without clear cause

Have you travelled outside of Nova Scotia within the last 14 days?

Have you had unprotected close contact with individuals who have a confirmed or presumptive diagnosis of COVID-19 (e.g. individuals exposed without appropriate PPE in use)?

If the client answers yes to any of the above questions or if they become symptomatic at any point prior to their scheduled appointment, ask them to postpone their treatment until they are well and symptom free. They should be advised to use the 811 on-line self-assessment, if they are unwell the day of the appointment <https://811.novascotia.ca>. If they are not told they need to be tested for COVID-19, they can reschedule the appointment.

This list of questions and symptoms, for Covid-19, was current as of May 22, 2020. It is subject to change and must be updated as changes occur.

- They must have a temperature below 38 degrees Celsius, or they will be asked to leave

- There will be no charge to patients needing to cancel and reschedule due to reasons involving COVID-19
- All patients are encouraged to be alone
- One 'support' person is permitted, if needed. They must pass all pre-screenings and temperature checks
- They are instructed to call, upon arrival and remain in their car, or outside the building, they will then be advised on next steps.
- Proper signage must be posted to remind patients, staff and all within the clinic space, to physical distance whenever possible

Day of Appointment

A registry of all people entering the clinic should be kept to aid in contact tracing, if required. This includes all people inside the clinic, aside from patients; (e.g. Support person; guardians accompanying a patient, Couriers, etc.)

- There must be a pre-screening and temperature check for anyone entering the office.
 - This is conducted BEFORE entrance into the office.
 - If possible, pre-screening should be done on the phone, when they arrive; with temperature check to follow, before entrance
 - (Patients with no cell phone)-If location of office permits, all pre-screening and temperature checks should be conducted outside the building.
- Staff conducting pre-screening (not over the phone) and temperature checks, must be wearing all required PPE i.e. mask, gown, eye wear, gloves

- If **COVID-19** any signs and/or symptoms are present, the patient will be asked to leave and their appointment will be rescheduled after **28 days**.
- If a patient has knowingly been in contact with someone who has tested positive for **COVID-19**, they will be asked to leave and will be rebooked after **28 days**.
- A trained Staff Member will perform the pretest. The patient **does not** touch the questionnaire.
- **After a successful temperature and pre-screening, the patient can then enter the office.**
- The patient must be provided with, either hand sanitizer or asked to wash hands (minimum 26 seconds) the moment they walk in.
- The staff member will open the door and close the door behind them.
- After proper hand sanitizing, patients are then to be seated in a private fitting room/or in a waiting room with proper physical distancing measures in place

Restroom Facilities

- Remove all unnecessary products and supplies
- Clean and disinfect everything (sink, soap dispenser, paper towel dispenser, toilet, doors and doorknobs) after every use(private)
- Multiple use restroom - Every 30 minutes
- Physical distancing still applies in restrooms. Adjustments must be made, in restrooms that can occupy multiple people.
- Proper signage to be posted: handwashing, physical distancing

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