

Lock Family Eye Care

**COVID-19
Health & Safety Protocol**

Revised: May 19, 2020

Health & Safety Protocols

Protecting our employees & patients in clinic

OVERVIEW

The enclosed health and safety standards were created in alignment with ordinances of local jurisdictions as well as CDC guidelines. They represent the standards that Lock Family Eye Care has chosen to implement. The adoption of these guidelines must take into account any requirements of national and local authorities.

The practice in this document are temporary in nature and will therefore be progressively updated based on the health emergency situation, and on new knowledge and tools made available by medical research and institutions in charge of the health emergency. This guideline and subsequent updates will be indicated by revisions made to this document.

Our goal is to help protect our people, including our staff, ODs, and patients, and the communities we serve. As our patient will have new safety expectations when visiting our clinic, these standards will create an environment that enables them to find their complete vision solution with safety and peace of mind.

CMS: Phase 1-5/19/20

This pandemic, by all accounts, is a temporary event. As such, the President's Administration issued *The Guidelines for Opening Up America Again*. Following these guidelines, on April 19th, the U.S. Centers for Medicare & Medicaid Services (CMS) released *Recommendations Re-opening Facilities to Provide Non-emergent Non-COVID-19 Healthcare: Phase I*.

CMS opens the recommendations with the following statement:

The United States is experiencing an unprecedented public health emergency from the COVID-19 pandemic. Healthcare facilities in some areas are stretched to their limits of capacity, and surge areas have been needed to augment care for patients with COVID-19. To expand capacity to care for these patients and to conserve adequate staff and supplies, especially personal protective equipment (PPE), on March 18 CMS recommended limiting non-essential care and expanding surge capacity into ambulatory surgical centers and other areas. However, CMS recognizes that at this time many areas have a low, or relatively low and stable incidence of COVID-19, and that it is important to be flexible and allow facilities to provide care for patients needing non-emergent, non-COVID-19 healthcare. In addition, as states and localities begin to stabilize, it is important to restart care that is currently being postponed, such as certain procedural care (surgeries and procedures), chronic disease care, and, ultimately, preventive care. Patients continue to have ongoing healthcare needs that are currently being deferred. Therefore, if states or regions have passed the Gating Criteria (symptoms, cases, and hospitals) announced on April 16, 2020, then they may proceed to Phase I.

In addition, Governor Reynolds of Iowa stated that non-essential routine exams were permitted as of April 27th, 2020. Therefore at this time, we are providing complete comprehensive eye health and vision care for essential, urgent, and routine exams following the guidelines of CMS, the Department of Health of Iowa, Governor Reynolds, and this protocol document.

PRE-SHIFT SCREENING FOR EMPLOYEES

Before Entering Clinic: Take your temperature. Should your body temperature be greater than 100.4 degrees Fahrenheit, contact our office and do not come to the office.

Self-Verification: At the start of your shift you will be asked to verify you are not experiencing any of the COVID-19 related symptoms. These symptoms include:

- Fever of 100.4 degrees Fahrenheit or above
- Shortness of breath
- Chills
- Headache
- Cough
- Sore throat
- Loss of taste or smell

Employees are to stay home if:

- They have tested positive for COVID-19 and not released by PCP and/or they have been in contact with someone who has tested positive for COVID-19 in the past 14 days.
- If they have a fever of 100.4 degrees Fahrenheit or above or any of the above symptoms

MANAGEMENT OF EMPLOYEES WHO DEMONSTRATE SYMPTOMS AT WORK

If an employee develops the symptoms noted above, we will follow the instructions by local authorities regarding the reporting and management of suspected cases and in any case:

- Send the employee home immediately.
- Notify the Regional Manager.
- Complete a COVID-19 incident report in CAMS and wait for further direction.

Afterwards, the store must be cleaned and sanitized by a certified third-party vendor. The certified third-party vendor will wear PPE in accordance with OSHA requirements.

PERSONAL PROTECTIVE EQUIPMENT EMPLOYEES (PPE)

- **Masks:** Surgical masks are always to be worn by employees and doctors. They are also recommended for all patients and family members. Patients and family members that do not bring a mask will be given one to wear during their time in the office. In the event you offer a patient a mask, and they refuse, you must take special care to maintain a distance of 6 feet whenever possible.
 - Masks are to cover nose and mouth and avoid touching of masks after putting them in place.
 - Dispose of masks properly after end of shift
- **Gloves:** Worn when examining a red eye patient or performing a task that involves the mucous membrane. Gloves are to be properly disposed of after each patient. There are only for single use.

PATIENT SAFETY AND SCREENING

- Maintain social distancing of at least six feet
- Exams will be scheduled 30 minutes apart for proper cleaning between patients
- Patients are screened prior to and upon arrival. With the following questions:
 - Ask if they have tested positive for COVID-19
 - Ask if they have a temperature at or about 100.4 degrees Fahrenheit today or in last 24 hours
 - Ask if they have been coughing or have shortness of breath
- Patients will be asked to wear masks for their entire exam. If they do not bring their own, one will be provided by staff.
- All attempts will be made to take patient directly to pretest to avoid waiting room area.

HEALTH & HYGIENE

Our Employees will follow these standards help protect the health of our employees and patients.

- No shaking of hands
- Wash Hands for 20 seconds
- Avoid touching eyes, nose, and mouth
- Cover mouth or nose when coughing and sneezing with inner elbow

SOCIAL DISTANCING

Employees will make every effort to maintain a 6 foot distance. However, there are times during the examination when a 6 foot distance is not possible. Therefore, the PPE is essential to ensure proper safety during these times.

PROTOCOLS FOR CLEANING THE EXAM, PRETEST AND WAITING ROOM, and CONTACT LENS AREA

Waiting Room

All attempts will be made to take patient directly to pretest room upon arrival. However, if the waiting room is used by family members, it will be sanitized between every use. Fewer chairs are in waiting room to allow for a 6 feet distance.

Contact Lens Area

The contact lens area will be completely sanitized after every use (counter, chair, and sink).

Pretest Room

The pretest room will be completely sanitized before and after every use. This includes chairs, tables, hand rests, chin and forehead rests and all areas that may come in contact with the patient.

Protocol for exam room

It is therefore very important that the instruments are always sanitized before and after their use: the phoropter, the slit lamp, chairs desk, sink and all items that may come in contact with the patient. As for the frequency of the check-ups, it is necessary to schedule the appointments 30 minutes apart from each other, to allow the correct disinfection of the environment and the instruments, in addition to the necessary air exchange. Then air the room after each visit, always leaving the door open. Also the use of both exam rooms will ensure proper time to sanitize between exams.

GENERAL CLEANING AND CONTACT LENS DISPENSE

The clinic environment must be regularly cleaned. This includes door handles, surfaces at the front desk, telephones, pens, printers, and all surfaces that come in contact with patients and employees. LensCrafters is also maintaining strict sanitation of the eye wear and surfaces.

Most contact lens order are currently being shipped to homes. However if a dispense is needed employees are to sanitize hands before and after dispense.

CLEANING SUPPLIES

All PPE and Cleaning Supplies are provided for by LensCrafters at this time. Please see LensCrafters staff with needs and concerns

PAYMENT PROCESS

To minimize contact between our employees and customers, offer our contactless payment solutions as the best alternative.

- **Credit Cards, Cash and Checks:** Keep hand sanitizer next to the credit card terminal so that customers may use before and after touching card and pen. Employees are also to use hand sanitizer after every transaction.

STORE ENVIRONMENT

Designated space for employees

In common areas available only to Lenscrafter and Lock Family Eye Care staff (e.g. breakrooms)

- Limited access only to employees
- Limited duration in this space, staying only for the time necessary to place personal items in locker, get lunch, etc.

SUPPLIER MANAGEMENT

Receiving goods

During the delivery of goods:

- The courier / delivery person will leave the package and the accompanying documentation at the entrance
- Employee will check the package and sign the documentation and disinfect hands immediately following
- Employee will return the documentation to the courier keeping at a safe distance of at least six feet

Contract workers (For example, Maintenance, Contact Lens Reps)

Third party vendors performing work in the clinic:

- Third party workers wear appropriate PPE (surgical mask, except in cases where other protective equipment is required due to the work activity; and disposable gloves)
- The number of people in the clinic does not exceed the established limits by local requirements. For example, if the store is limited to 15 people, the third-party worker should be included in this count.

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RESPONSIBILITY FOR INFORMATION IN THIS DOCUMENT

To ensure the implementation of this document in our clinic, the following responsibilities are outlined:

- **Office Manager:** Is the reference person within the individual store for the purpose of implementing this guideline and any specific local procedures. He/She is responsible for monitoring the correct implementation of the procedures and for managing the fulfillments possibly provided for by local regulations and by this guideline.
- **Employees/ODs:** Have all read this protocol and all updates and adhere to the procedures as they are current