

We're Looking Forward to Seeing you Again!

We're doing everything we can to implement safety measures to keep us all safe.

Our COVID-19 Policy includes the following:

- All members at the clinic will have appropriate PPE
- High touch surfaces including equipment, eyewear and common areas, will be thoroughly cleaned and disinfected frequently
- Plexiglass shields have been added to the practice and breath shields on slit lamps
- Physical distancing will be ensured by limiting patient capacity in the office and staggered appointments
- We ask that you please make an appointment before you come see us as eye exams, frame selection, purchases, picks-ups and adjustments are by appointment only
- If you have any changes to your information or insurance, please call our office before your appointment so we can take the information over the phone

What to expect during your visit:

- Sanitizing stations will be available throughout the practice
 - We ask that you **sanitize your hands when you enter and leave the clinic**
- When you arrive, please wait outside or in your car if you are more than 10 minutes early
- Please leave unnecessary items at home or in your car
- Anybody visiting the clinic **must wear a mask**
 - Please bring your own if possible. We also have masks available for purchase
- **Please come alone to your appointment** unless a translator or caregiver must be present
 - One guardian may accompany a child for his or her examination
- Contactless payment and communication will be implemented
 - all invoices and prescriptions will be emailed to you
 - Payment options include email transfer, credit card payments over the phone, or credit/debit tap below \$250
- For patient convenience and safety, both curbside pick up and home delivery options are available
 - Contact lens home delivery is offered at no charge

We ask you to stay home if: you have traveled outside of Ontario over the last 14 days, been diagnosed with, or been in contact with a known or suspected COVID-19 case, or currently have respiratory or flu-like symptoms. Screening questions will be performed upon entry.

Feel free to contact us directly for more information. We're happy to help in any way we can.

Best Wishes,

Dr. Lakhani & the Humber Bay Eye Care team