
You can trust us for safe, comprehensive eye care



Our optometrists, opticians and staff have implemented new procedures to ensure a safe environment for our patients and colleagues.

As eyecare professionals, the health of you and your family is our top priority, which is why we have implemented a new examination process with enhanced safety procedures.

You can trust us to provide you with comprehensive eye care and peace of mind in a safe clinic environment. Doctors and staff will now wear face masks and other personal protective equipment, in addition to adopting rigorous disinfection procedures. All our processes go above the standards set by local health authorities and depend on minimizing the time patients spend in our clinics.

We need your help to ensure you and your clinic stays safe

Pre-appointment call



Please call ahead to book your appointment to help us monitor the number of people in our clinics.

Leading up to your appointment we will try to conduct a pre-appointment call by phone or online video chat to review your case history.

The staff member on the call is trained in privacy and the information collected will only be shared with your doctor in your official patient file. This is the same type of information you would fill in on forms at your family physician or dentist's office.

Checking in and welcome



Most staff will be wearing masks, and you will be asked to bring and wear one as well. If you do not have a mask, we are happy to provide one for you.

We will also be asking you to wash and sanitize your hands.

When checking in you will be asked how you are feeling. If you feel ill, have any symptoms of COVID-19 such as cough or fever, or have travelled outside of Canada in the past 2 weeks, you will be asked to reschedule your appointment.

Depending on certain risk factors, we may also take your temperature. We will issue you a numbered card to help keep track of and minimize the number of patients in the clinic at any given time.

There will be fewer waiting room chairs, spaced out to encourage physical distancing.

Examinations



All of our pre-test and exam rooms and equipment will be personally sanitized for each patient.

If you notice the conversation with your doctor is happening at a distance, please do not take it personally, as it is just an added precaution.

Shopping for new glasses



Our opticians will help you select a few pairs of frames to try on, which will be placed in a tray to be passed back and forth between you.

All of our frames have been disinfected and will be disinfected after each use.

You can have your glasses or contacts delivered directly to your home for free. If you would rather pick them up at the clinic you can also request curbside pickup.

We hope that through these procedures, you can feel confident that you and your family are able to receive the eye care you need while being fully protected. Things may look a little different as we get back to normal but we are here for you no matter what and will do whatever it takes to keep you safe and ensure you see your best.

Book an appointment

To help us best practice physical distancing, please call ahead to schedule an appointment.

We look forward to welcoming you back into our clinics soon!