



We hope this letter finds you and your family in good health. Our community has been through a lot over the past 7 weeks due to COVID-19 concern, and all of us are looking forward to resuming our normal habits/routines. While many things have changed, one thing has remained the same; our commitment to your safety. We have been busy behind closed doors making new protocols for the reopening of the office. **Our new temporary modified hours starting 5/18/20 are 8 am to 5 pm Monday through Friday.** We are still available after hours for any emergency visits.

We are reducing our typical patient schedule in order to ensure social distancing, shorten patient time spent at our office, and to ensure optimal care as we resume normal eye care operations. At this time, we are no longer accepting walk ins for repairs and/or adjustments. We will schedule patients to drop off glasses and/or come in to get repairs/adjustments. We are following guidelines published by the CDC and American Optometry Association in order to ensure your safety and comfort during your visit.

1. All patients, staff, and doctors will be required to wear masks 100% of the time
2. Strict hand washing protocols have been implemented including hand sanitizing for patients, staff, and doctors
3. We love seeing patient's family in the office, but at this time we are asking that you leave them at home (with the exceptions of young child and/or family member who needs assistance).
4. Your car can be your personal waiting room if you would like. We can call or text when we are ready
5. Before and after every exam, the room will be sanitized with the appropriate cleaning supplies, including door handles, chair surfaces, and all parts of the exam room to ensure cleanliness for your safety.
6. There will be face shields installed in different areas of the office including on some of the equipment.
7. At check in patients along with anybody checking in with patient (i.e. caregiver) will be asked a series of COVID- 19 symptoms questions and will be required to sanitize at check in station prior to entering office.
8. All frames are UV sterilized that are in the office.

Sincerely,
Dr. Richard Petersen, Dr Jeffrey Clark, Dr. Tara Shields
and entire AVOC staff