



Dear Patient,

The Contra Costa County Public Health Department has approved resumption of routine eye exams. We are excited to **REOPEN GRADUALLY** during the Shelter in Place Order extended through May 31, 2020. We are open and scheduling appointments for Tuesdays and Thursdays 10am to 3pm.

We have been busy creating an even better experience at Luminance Vision Optometry. A **SAFE** experience for everyone. To welcome you back in the safest way possible, we have added new layers of protection:

1. Strict **'by appointment only'** - for all exams, frame stylings, pickups, and eyeglasses dispense, adjustments, or repairs
2. **BYOM**: Bring your own mask - no mask, no entry
3. **Wear your mask** upon arrival and throughout your entire visit
4. **Pass our screening** questions before entering our office
5. **Hand washing** immediately upon entering
6. **LOCKED front door** policy while we are open to maintain social distancing
7. **Doctor & staff PPE** to serve you
8. **Disinfecting equipment & frames** before and after each patient
9. **Sanitizing 'bar' station**
10. **Hands-off frames policy** - all our frames will be stored away and handled solely by Luminance Vision team members. We will clean and disinfect every frame, every time it's been handled or tried on
11. **Curbside pickup** option - please call ahead to make arrangements
12. Adults may **not** bring any companions to appointments
13. Children under the age of 18 years old to be accompanied by **one** adult only

We continue to provide the highest level eye care and services you deserve. We miss you and look forward to examining and styling your masked faces soon. Please stay safe and be well!

~ Dr. Mei Fleming & the Luminance Vision team