

COVID FAQs

Q. Do I have to wear a mask during my visit?

A. Yes, you do! The state of Oregon has a strict policy on required face coverings for people ages 5 and up when in indoor public spaces. We are wearing masks all day and we ask that our patients over age 2 continue to wear masks that cover the nose and mouth. Through the process of an eye examination, contact lens evaluations or glasses fitting, it is impossible to keep a constant 6 foot distance so masks help keep you safe. If you are unable to wear a mask and you are not experiencing an ocular emergency, we will work with you to schedule your visit at a later date.

Q. What should I expect when I arrive for my appointment?

A. You should expect a sparkling clean and quiet office! We sanitize every surface between each patient and limit the number of occupants. This means we ask that adults come alone and for pediatric exams, we ask that only one adult and no other children accompany the child. Our door is locked so that we may do our safety checks before anyone enters. We will go through the routine COVID screening questions, check your temperature to ensure it is below 100 degrees, ask you to sanitize your hands, and then escort you in.

Q. What are you using to clean and sanitize?

A. For surfaces, we are using Pure & Clean Surface Cleanser Pro. You can learn more here: <https://pureandclean.us/>. For hard to reach places, we may use an aerosol sanitizer like Lysol spray. We are handwashing all our eyeglass frames after every touch.

Q. Can I still try on frames?

A. Yes! You will have an even more personalized optical experience! We ask that our patients are seated or browse without touching and an optician will bring you the frames of your choice to try on. We are handwashing every frame that is touched, so we need to keep track. When you have narrowed down your selection, the optician will step away and you can remove your mask and try everything on again to make sure you love how your new frames look and feel.

Also, if you are not a current patient but want to shop our amazing selection of glasses and sunglasses, we ask that you try to call ahead so that we can accommodate you. We are making every effort to keep six feet of distance, so that means only two shoppers at a time. Once you're shopping, you can take as much time as you need!

Q. My employer is requiring safety eyewear or goggles, do you have these in my prescription?

A. Yes! We have been safety eyewear providers for some of Albany's larger companies, so this is nothing new to us. Our optical lab can make almost anything.