

## Appendix A – Information Package for Visitors

### **Note Visitor Requirements Identified Herein:**

As part of the residence’s policy on visits during COVID-19, all visitors will be provided with the information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit. Any non-adherence to the rules set out in the visitor policy will be the basis for discontinuation of visits.

The visitor policy and information package will also be shared with residents to communicate the residence’s visitor policy, including the gradual resumption of family visits and the associated procedures.

### **Physical Distancing**

Physical distancing means keeping our distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 metres (or 6 feet) away** from other people whenever possible. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.



Physical distancing means making changes in your everyday routines in order to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g. older adults and those in poor health)

**Physical distancing of 2 metres must be practiced during all visits on the residence property to reduce the risk of COVID-19 transmission.**

## Things to avoid



Non-essential trips outside your home



Hugging or shaking hands



Crowds or gatherings



Visiting friends



Sharing food or utensils



Engaging in group activities or sports



Visiting popular destinations



Play dates, parties or sleepovers

Read more about physical distancing [here](#) (Source: Public Health Ontario)

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## Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing and sneezing.

Respiratory etiquette **must** be practiced during all visits on the residence property to reduce the risk of COVID-19 transmission.



**Following these steps is important:**

1. Cover your mouth and nose when you cough, sneeze or blow your nose.
2. Put used tissue in the garbage.
3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hand.
4. Clean your hands with soap and water or hand sanitizer.

Read more about respiratory etiquette [here](#) (Source: *Public Health Ontario*)

## **Hand Hygiene**

Hand hygiene is a general term referring to any action of hand cleaning. Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using an alcohol-based hand rub or soap and running water.

Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

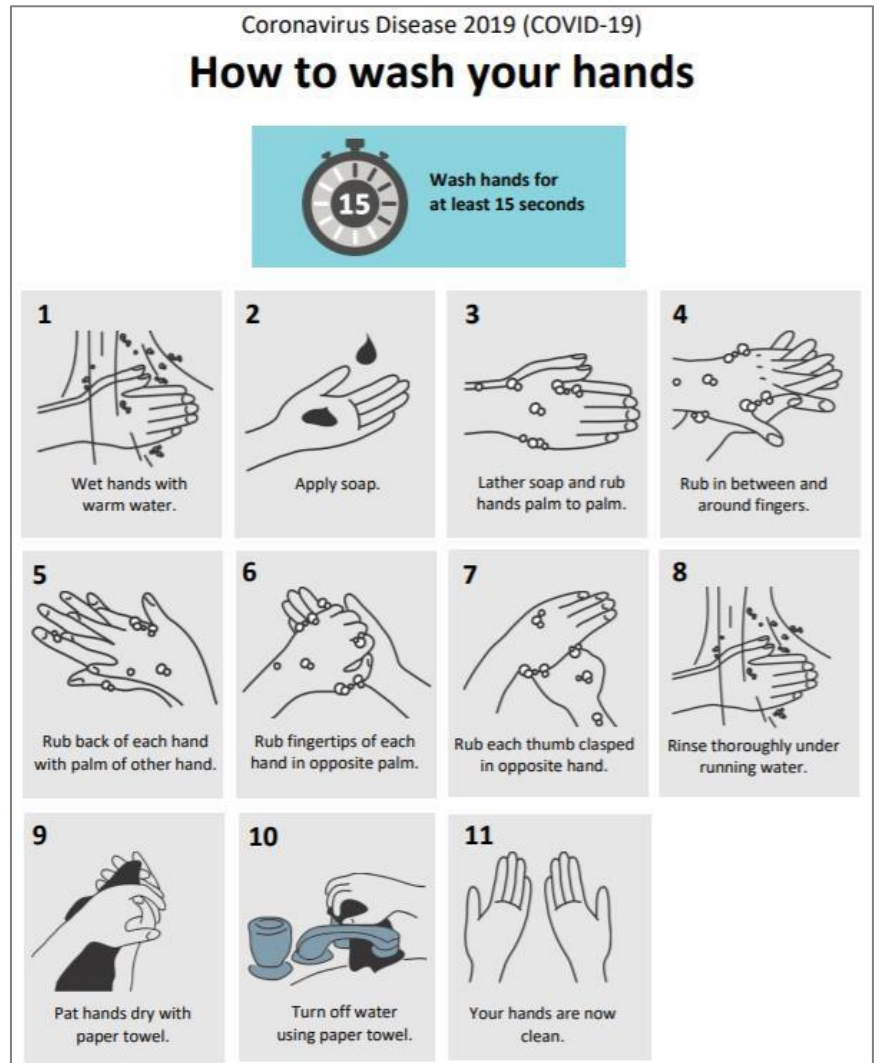
**Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.**

## A. Handwashing

Handwashing with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.

### Follow these steps for hand washing: (hand wash for at least 15 seconds)

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub between fingers, back of hands, fingertips, under nails.
4. Rinse thoroughly under running water.
5. Dry hands well with paper towel.
6. Turn taps off with paper towel.



## B. Hand Sanitizing

Hand sanitizers are very useful when soap and water are not available. When your hands are not visibly dirty, then a 70-90% alcohol-based hand sanitizer/rub should be used. It has been shown to be more effective than washing with soap (even using an antimicrobial soap) and water when hands are *not* visibly soiled.

Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

It is important when using an alcohol-based hand sanitizer to apply sufficient product such that it will remain in contact with the hands for a minimum of 15 seconds before the product becomes dry.

### Follow these steps for sanitizing your hands: (rub hands for at least 15 seconds)

1. Apply 1-2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm, between and around fingers, back of hands, fingertips, under nails.
3. Rub hands until product is dry. Do not use paper towels.
4. Once dry, your hands are clean.



Read more about hand hygiene [here](#) (Source: Public Health Ontario)

## **Infection Prevention and Control (IPAC) Practices**

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

**All visitors must follow the residence's infection and prevention control protocols (IPAC), including proper use of masks.**

*IPAC practices include:*

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control

Read more about best practices for infection prevention and control [here](#) (Source: Public Health Ontario)

## **Proper Use of Personal Protective Equipment (PPE)**

PPE is clothing or equipment worn for protection against hazards. Examples of PPE include gloves, gowns, facial protection and/or eye protection. Using, applying and removing personal protective equipment correctly is critical to reducing the risk of transmission of COVID-19.

**All visitors must comply with the residence's IPAC protocols, including donning and doffing of PPE and following instructions on use provided by the residence.**

Family visitors must wear a **face covering if the visit is indoors**. If the **visit is indoors, a surgical/procedure mask is required**.

Visitors are responsible for bringing their own mask. If the residence is not able to provide surgical/procedure masks, no family visitors will not be permitted inside the residence. Essential visitors who are provided with appropriate PPE from their employer, may enter the residence.

### **For Essential Visitors only:**

Essential visitors providing direct care to a resident must use a surgical/procedure mask while in the residence, including while visiting the resident that does not have COVID-19 in their room. Essential visitors who are in contact with a resident who is suspect or confirmed with COVID-19, must wear appropriate PPE in accordance with Directive #5 and Directive #1. This includes contact and droplet precautions (gloves, face shield or goggles, gown, and surgical/procedure mask).

**Putting On (Donning) and Taking Off (Doffing) PPE – See more information [here](#) / [here](#).**





# HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

## Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

## Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

**A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.**



Source: World Health Organization ([Non-Medical Fabric Mask](#))

# HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](http://who.int/epi-win)

## Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

## Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

**Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.**

EPI·WIN



Source: World Health Organization ([Medical Mask](#))

## Appendix B – Sample Signage for Visitors

# Visits with Your Loved Ones During COVID-19

## Expectations for Visits

Staying connected with others and the outdoors is important for everyone's wellbeing.

To ensure the safety of residents and the whole retirement home community, all visitors must adhere to the following restrictions as per the Ontario Chief Medical Officer of Health ([Office of the Premier, June 11, 2020](#)) (CMOH, Directive #3). Visits will be re-opened in a gradual, phases manner that meets the health and safety needs of residents, staff, and visitors. Please refer to [Ontario Governments Reopening Retirement Homes guidance document](#) for more information (June 11, 2020).

The following requirements must be met for visits to happen, they include:

- Visits can only be arranged when the retirement home is not in outbreak
- There will be a limit of **2** visitors per resident for outdoor visits
- Visits can only be arranged if there is adequate testing in the event of a suspected outbreak
- Visits can only be arranged if there is enough staffing support to coordinate and assist residents to/from dedicated visit areas
- Visits can only be arranged if there is enough personal protective equipment (PPE) for staff and residents; residents will be required to wear a mask during visits

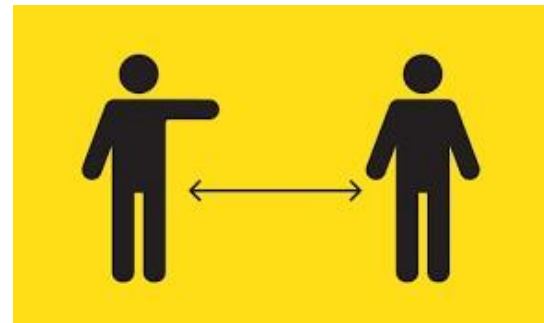
- Visits can only be arranged with residents who are NOT on isolation
- Visits will be limited to 1 resident only and not multiple residents
- Visits are to be scheduled/arranged and are time limited to ensure the health and safety needs of residents, staff and visitors is maintained
- Visitors must leave promptly at the end of the scheduled visit time to prevent overlap of scheduled visitors
- Visits can only be held in dedicated areas identified by the retirement home
- Visitors must pass the screening process every time they visit and must attest that they are not experiencing any typical/atypical symptoms of COVID-19
- Visitors must attest to the home that they have tested negative for COVID-19

within the previous 2 weeks each time they visit

- Visitors must comply with the retirement home's infection and prevention control protocols (IPAC) which includes:
  - Visitors must bring and wear a mask at all times
  - Visitors must wash/sanitize hands before and after each visit
  - Visitors must practice physical distancing (2 metres/6 feet apart)
  - Visitors must not touch the resident (no hugging, kissing, hand holding, or shaking hands; this increases the risk for transmission)
    - Visitors cannot visit more than 1 resident at a time

# Guidelines for Outdoor Visits During COVID- 19

- Practice physical distancing
- Keep at least 2 metres or 6 feet apart



- Mask wearing is a MUST at all times
- Don't touch your face or others



- Wash or sanitize your hands before and after your visit

