

APPENDIX B-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.

How to Get a COVID-19 Test at the CKHA Assessment Centre:

Outside visitors are not required to have tested negative for COVID-19.

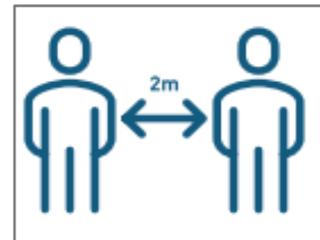
However, Indoor Visitors and Caregivers ARE REQUIRED to attest to the Residence that they have a negative COVID-19 test result within the last two weeks of the visit and attest to this fact. (no proof needs to be provided.)

In order to get a COVID-19 test, you must book online at www.assessmentbooking.ca. You will need a valid green Ontario Health Card. Please provide an email address while filing out the online form to confirm your appointment date and time. For those do not have access to technology, they may phone CKHA at 519-352-6400 x 6548 between 9:00 am and 5:00 pm Monday to Friday. After hours, the number to phone is 519-352-6400 x 6584. Please book an appointment before attending. They request you bring your health card as well as a list of medications, allergies and past health issues. NOTE: Hours of operation: 9:00 am to 5:00 pm, with the last patient seen at 4:20 pm. CKHA's COVID-19 Assessment Centre is located at St. Clair College, Chatham Campus Health Plex, 1001 Grand Avenue West, Chatham, ON N7M 5W4.

You can also book an appointment for a COVID-19 test at the Shopper's Drug Mart Nortown Shopping Center in Chatham by calling 519-352-3200

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)

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.

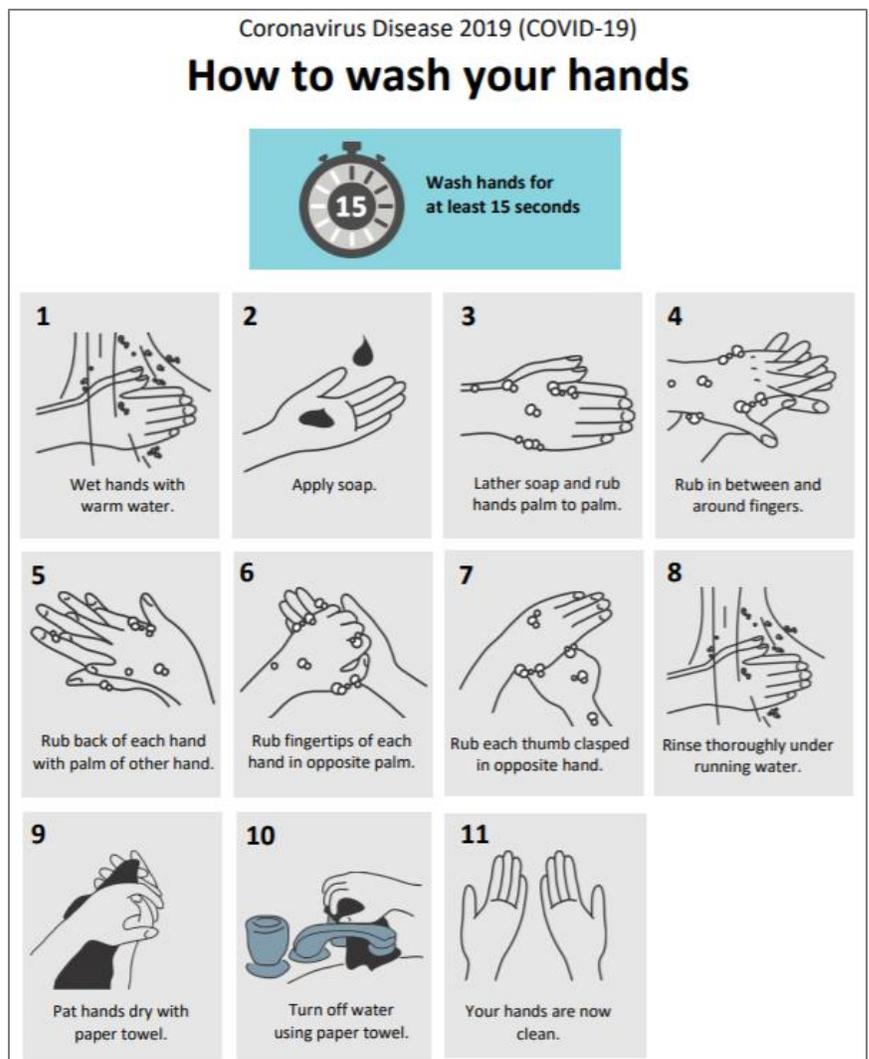
Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.

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**, 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](#).

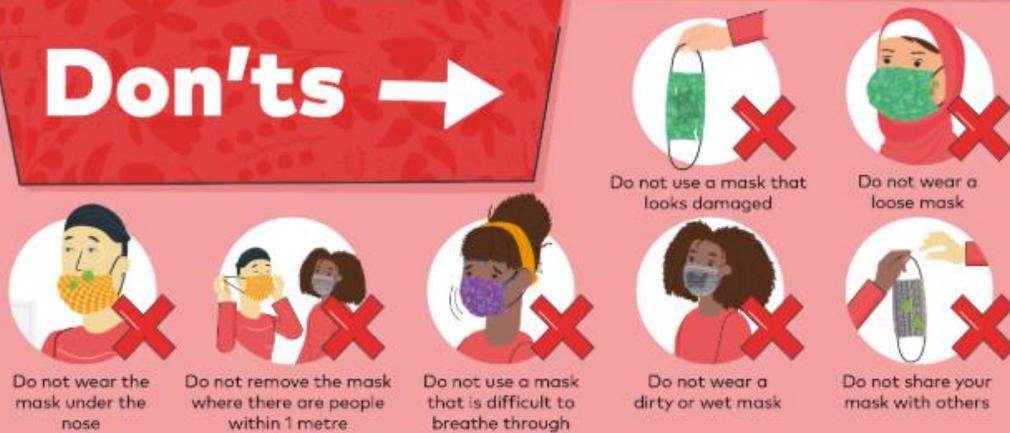
HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →



Don'ts →



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

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](#))

COVID-19 ACTIVE SCREENING TOOL – OUTDOOR VISITORS

Visitors may include friends and family

Please have the visitor answer the following questions:

1.	Do you have any of the following new or worsening signs or symptoms?		
	I. New or worsening cough	Yes	No
	II. Shortness of breath	Yes	No
	III. Sore throat	Yes	No
	IV. Runny nose, sneezing or nasal congestion <i>(in absence of underlying reasons for symptoms such as seasonal allergies and post nasal drip)</i>	Yes	No
	V. Hoarse voice	Yes	No
	VI. Difficulty swallowing	Yes	No
	VII. New smell or taste disorder(s)	Yes	No
	VIII. Nausea/vomiting, diarrhea, abdominal pain	Yes	No
	IX. Unexplained fatigue/malaise	Yes	No
	X. Chills	Yes	No
XI. Headache	Yes	No	
2.	Have you travelled or had close contact* with anyone who has travelled in the past 14 days?	Yes	No
3.	Do you have a fever?	Yes	No
4.	Have you had close contact* with anyone with respiratory illness or a confirmed or probable case of COVID-19?	Yes - Go to Question 5	No - Skip question 5
5.	Did you wear the required and/or recommended PPE according to the type of duties you were performing (e.g. goggles, gloves, mask and gown or N95 with aerosol generating medical procedures (AGMPs)) when you had close contact with a suspected or confirmed case of COVID-19?	Yes	No
<i>If individual passes screening questions 1 to 5:</i>			
	Take temperature (fever is a temp of 37.8°C or greater)	Yes	No
	The visitor attests to not be experiencing any of the typical and atypical symptoms.	Yes	No
	The visitor attests they have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive.	Yes	No

*A close contact is defined as a person who provided care for the individual, including healthcare workers, family members or other caregivers, or who had other similar close physical contact (e.g. shaking hands, face-to-face contact within 2 metres and greater than 15 minutes, coughed on) or who lived with or otherwise had close prolonged contact (e.g. in a close environment such as a meeting room or hospital waiting room, in an aircraft sitting within two seats) with a probable or confirmed case of COVID-19 while the person was ill.

Screening Passed

- A. If the individual answers **NO to all of the questions from #1-4 above, they do not have a fever**, they have attested to not be experiencing any of the typical and atypical symptoms AND attested to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have passed screening and can proceed with the outdoor visit **OR**
- B. If the individual answers **NO to #1-3 and YES to #4 and #5, they do not have a fever**, they have attested to not be experiencing any of the typical and atypical symptoms AND attested to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have passed screening and can proceed with the outdoor visit.

The following steps should be taken by the home:

- The visitor should be told to self-monitor for symptoms
- Education on all required protocols will be provided

The following steps must be taken by the visitor:

- Use hand sanitizer upon entering
- If visiting a resident, they must only visit the one resident they are intending to visit and no other resident
- Must use a mask at all times, a cloth mask is acceptable. Visitors are responsible for bringing their own masks.

Any non-adherence to these rules could be the basis for discontinuation of visits.

Screening Failed

- A. If the individual answers **YES to any question from #1-3**, or does not attest to not having typical or atypical symptoms or to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have failed screening and cannot proceed to their visit, **AND/OR**
- B. If the individual answers **YES to #4 and NO to #5** or does not attest to not having typical or atypical symptoms or to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have failed screening and cannot proceed to their visit.

The following steps should be taken by the home:

- The visitor should be told to contact a primary care provider, local public health unit or Telehealth to discuss their symptoms and/or exposure and seek testing.

The following steps must be taken by the visitor:

- The visitor should go home to self-isolate immediately

Please refer to [May 6, 2020 Ministry of Health COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes](#).

COVID-19 ACTIVE SCREENING TOOL INDOOR VISITORS

VISITOR NAME _____

Visitors may include friends and family

Please have the visitor answer the following questions:

1.	Do you have any of the following new or worsening signs or symptoms?		
	I. New or worsening cough	Yes	No
	II. Shortness of breath	Yes	No
	III. Sore throat	Yes	No
	IV. Runny nose, sneezing or nasal congestion <i>(in absence of underlying reasons for symptoms such as seasonal allergies and post nasal drip)</i>	Yes	No
	V. Hoarse voice	Yes	No
	VI. Difficulty swallowing	Yes	No
	VII. New smell or taste disorder(s)	Yes	No
	VIII. Nausea/vomiting, diarrhea, abdominal pain	Yes	No
	IX. Unexplained fatigue/malaise	Yes	No
	X. Chills	Yes	No
XI. Headache	Yes	No	
2.	Have you travelled or had close contact* with anyone who has travelled in the past 14 days?	Yes	No
3.	Do you have a fever?	Yes	No
4.	Have you had close contact* with anyone with respiratory illness or a confirmed or probable case of COVID-19?	Yes - Go to Question 5	No - Skip question 5
5.	Did you wear the required and/or recommended PPE according to the type of duties you were performing (e.g. goggles, gloves, mask and gown or N95 with aerosol generating medical procedures (AGMPs)) when you had close contact with a suspected or confirmed case of COVID-19?	Yes	No
<i>If individual passes screening questions 1 to 5:</i>			
	Take temperature and enter to the right (fever is a temp of 37.8°C or greater)	Temp:	_____
	The visitor attests to not be experiencing any of the typical and atypical symptoms.	Yes	No
	The visitor attests they have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive.	Yes	No

Visitor Signature: _____

*A close contact is defined as a person who provided care for the individual, including healthcare workers, family members or other caregivers, or who had other similar close physical contact (e.g. shaking hands, face-to-face contact within 2 metres and greater than 15 minutes, coughed on) or who lived with or otherwise had close prolonged contact (e.g. in a close environment such as a meeting room or hospital waiting room, in an aircraft sitting within two seats) with a probable or confirmed case of COVID-19 while the person was ill.

Screening Passed

- A. If the individual answers **NO to all of the questions from #1-4 above, they do not have a fever**, they have attested to not be experiencing any of the typical and atypical symptoms AND attested to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have passed screening and can proceed with the outdoor visit **OR**
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The following steps should be taken by the home:

- The visitor should be told to self-monitor for symptoms
- Education on all required protocols will be provided

The following steps must be taken by the visitor:

- Use hand sanitizer upon entering
- The visitor must only visit the one resident they are intending to visit and no other resident
- Must use a mask at all times, **only a surgical mask** is acceptable. Visitors are responsible for bringing their own masks.
- Physical distancing must be maintained

Any non-adherence to these rules could be the basis for discontinuation of visits.

Screening Failed

- A. If the individual answers **YES to any question from #1-3**, or does not attest to not having typical or atypical symptoms or to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have failed screening and cannot proceed to their visit, **AND/OR**
- B. If the individual answers **YES to #4 and NO to #5** or does not attest to not having typical or atypical symptoms or to have tested negative for COVID-19 within the previous 2 weeks and subsequently not tested positive, they have failed screening and cannot proceed to their visit.

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