

## **APPENDIX B-INFORMATION PACKAGE FOR VISITORS**

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

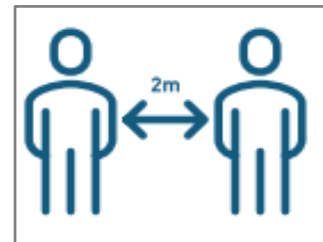
As part of the Residence's policy on visits during COVID-19, all visitors will be provided with the information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit. Any non-adherence to the rules set out in the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

If at any time, a visitor has a concern with regards to the visiting policies, please contact administration at 519-354-8103, and we will be happy to assist.

To contact Retirement Homes Regulatory Authority please call 1-855-275-7472 or email [info@RHRA.ca](mailto:info@RHRA.ca).

## 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**

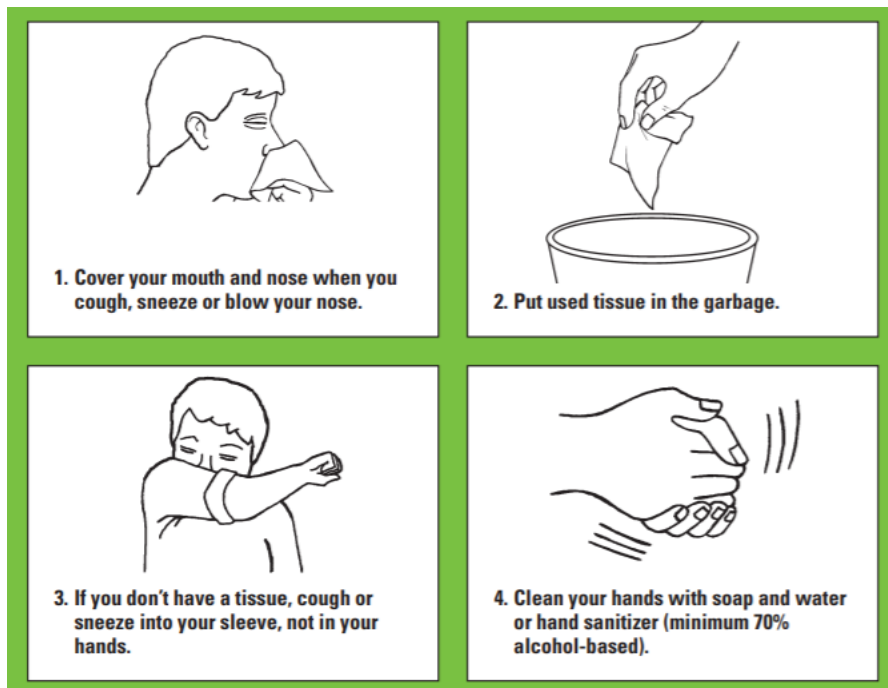
 Non-essential trips outside your home	 Hugging or shaking hands	 Crowds or gatherings	 Visiting friends
 Sharing food or utensils	 Engaging in group activities or sports	 Visiting popular destinations	 Play dates, parties or sleepovers

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.

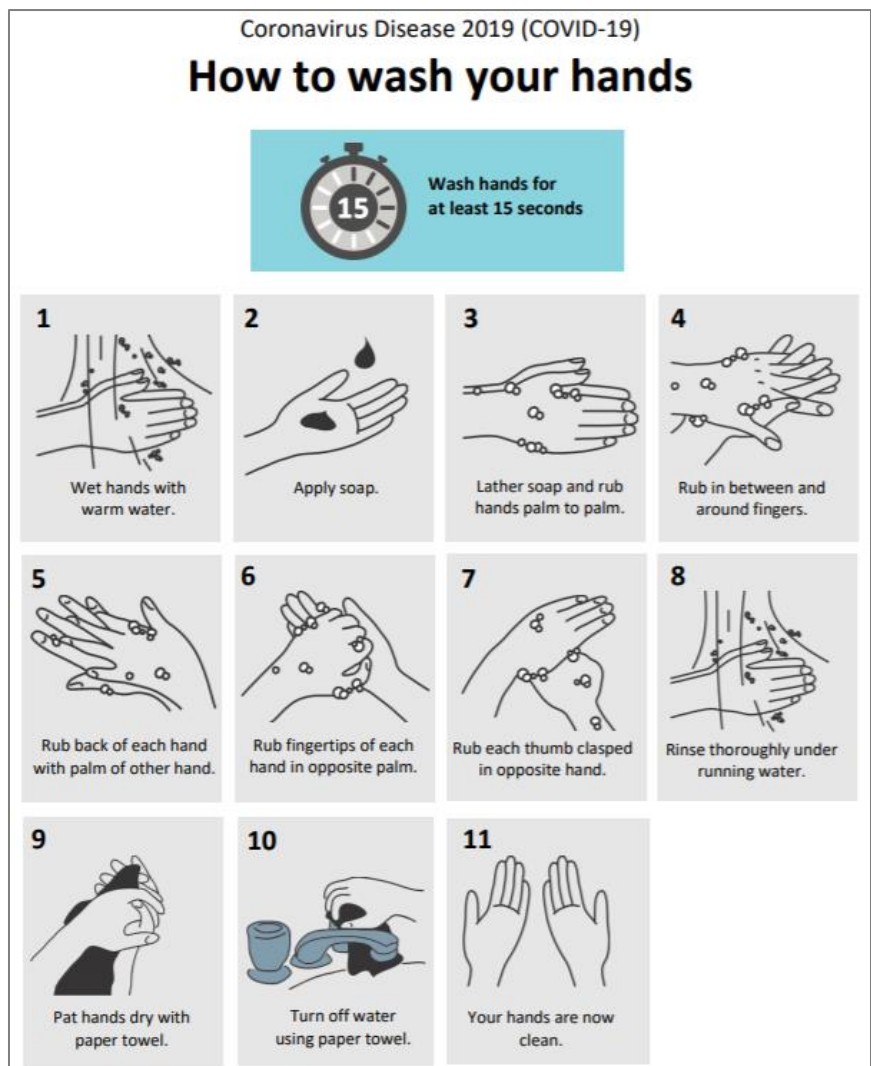
**Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.**

### 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](http://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](#))



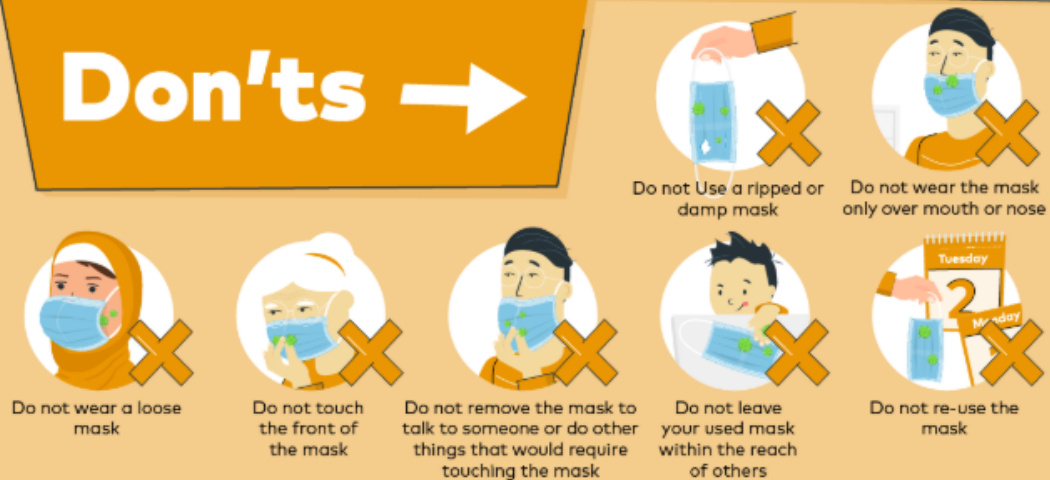
# HOW TO WEAR A MEDICAL MASK SAFELY

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

## Do's →



## Don'ts →



**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](#))

# Screening Questions

1. Do you have any of the following new or worsening symptoms? Symptoms should not be chronic or related to other known causes or conditions.

<p><b>Fever and/or chills</b></p> <p>Temperature of 37.8 degrees Celsius/100 degrees Fahrenheit or higher</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Cough or barking cough (croup)</b></p> <p>Continuous, more than usual, making a whistling noise when breathing, not related to other known causes or conditions (e.g., COPD, post-infectious reactive airways)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Shortness of breath</b></p> <p>Out of breath, unable to breathe deeply, not related to other known causes or conditions (e.g., asthma)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Decreased or loss of taste or smell</b></p> <p>Not related to other known causes or conditions (e.g., allergies, neurological disorders)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Sore throat</b></p> <p>Not related to other known causes or conditions (e.g., seasonal allergies, acid reflux)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Difficulty swallowing</b></p> <p>Painful swallowing, not related to other known causes or conditions</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Runny or stuffy/congested nose</b></p> <p>Not related to other known causes or conditions (e.g., seasonal allergies, being outside in cold weather)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

<p><b>Pink eye</b></p> <p>Conjunctivitis, not related to other known causes or conditions (e.g., reoccurring styes)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Headache</b></p> <p>Unusual, long-lasting, not related to other known causes or conditions (e.g., tension-type headaches, chronic migraines)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Digestive issues like nausea/vomiting, diarrhea, stomach pain</b></p> <p>Not related to other known causes or conditions (e.g., irritable bowel syndrome, anxiety in children, menstrual cramps)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Muscle aches/ joint pain</b></p> <p>Unusual, long-lasting, not related to other known causes or conditions (e.g., a sudden injury, fibromyalgia)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Extreme tiredness</b></p> <p>Unusual, fatigue, lack of energy, not related to other known causes or conditions (e.g., depression, insomnia, thyroid disfunction)</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p><b>Falling down often</b></p> <p>For older people</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**2. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?**

Yes  No

**3. In the last 14 days, have you been identified as a “close contact” of someone who currently has COVID-19?**

Yes  No

**4. In the last 14 days, have you received a COVID Alert exposure notification on your cell phone?** If you already went for a test and got a negative result, select “No”

Yes  No

**5. In the last 14 days, have you or anyone you live with travelled outside of Canada?**

If you or anyone you live with are exempted from federal quarantine as per as per [Group Exemptions, Quarantine Requirements](#) under the *Quarantine Act*, select “No”.

- Yes  No

**6. Is anyone you live with currently experiencing any new COVID-19 symptoms and/ or waiting for test results after experiencing symptoms?**

- Yes  No

## Results of Screening Questions:

- If the individual answers **NO to all questions**, they have passed and can enter the home. They need to wear a mask to enter the home and should be told to self-monitor for symptoms.
- If the individual answers **YES to ANY question**, they have not passed the screening and should not be permitted entry unless they are a resident.
  - Staff and students: They should inform their manager/immediate supervisor of this result. They should be told to go or stay at home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1-866-797-0000) to get medical advice or an assessment, including if they need a COVID-19 test.
  - Visitors: They should be told to go or stay at home to self-isolate immediately and contact their health care provider or Telehealth Ontario (1-866-797-0000) to get medical advice, including if they need a COVID-19 test.
  - Residents: They should be placed in a separate room near the entrance to be further assessed by the appropriate LTCH/RH staff.
- If the individual answers **YES to question 6**, they must be advised to stay home until the sick individual gets a negative COVID-19 test result, is cleared by their local public health unit, or is diagnosed with another illness.
- If any of the answers to these screening questions change during the day, the worker should inform their employer of the change, go home to self-isolate immediately, and contact their health care provider or Telehealth Ontario (1-866-797-0000) to get medical advice or an assessment, including if they need a COVID-19 test.

- Homes are required to maintain a record of the date/time that workers were in the home and their contact information. This information may be requested by public health for contact tracing. These records should be maintained for a period of at least a month.
- Any record created as part of worker screening may only be disclosed as required by law.