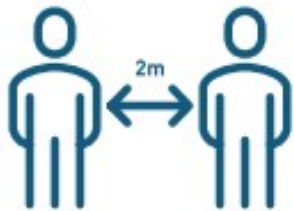


## VISITOR INFORMATION PACKAGE

During the COVID-19 pandemic, the health and safety of our residents, families, staffs, and visitors remains our top priority. The presence of family and friends is an important source of mental and emotional strength for our residents and we recognize that nothing replaces an *in-person* visit. The following guidance supports safe, socially distanced enhanced visits.

Any non-adherence to the rules set-out in the visitor policy will be the basis for discontinuation of visits.

### Physical Distancing



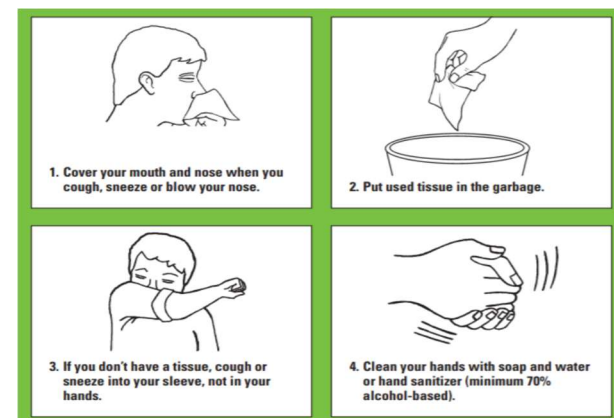
Physical distancing means keeping your distance from another and limiting activities. When outside your home, stay at least **2 metres (or 6 feet) away** from other people whenever possible. Physical distancing, when combined with proper hand hygiene and cough etiquette, has shown to limit the spread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

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

### Respiratory Etiquette

Using proper respiratory etiquette helps reduce the spread of COVID-19. This means using your sleeve or tissue to cover your mouth when coughing or sneezing, instead of your hand. This reduces the number of germs on your hands, though it is 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.**



## Hand Hygiene

Hand hygiene refers to any action of hand cleaning. Hand hygiene removes visible soil and/or kills transient microorganisms from the hands. This may be accomplished using an alcohol-based hand rub or soap and running water.

Touching your eyes, nose, mouth or sneezing /coughing into your hands may provide an opportunity for germs to get into your body. One of the most important steps to avoid getting sick and spreading germs to others is good hand hygiene.

**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. Sanitize your hands at the end of the visit as well.**

## How to use hand sanitizer



### 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.

### Infection Prevention and Control (IPAC) Practices

Infection Prevention and Control (IPAC) are 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

## Criteria for Visitors

### All Visitors

- Be feeling well on the date/time of visit
- Must pass the active screening (including temperature check)
- Follow hand hygiene protocol (before and after visit)
- Visiting areas are clearly marked / visit must take place in the pre-arranged location only
- No deliveries, trading (e.g. food, drinks, letters); everything must come through the screener for disinfecting
- Do not visit with other residents

### Outside Visitors

- Follow hand hygiene protocol (before and after visit)
- Must pass the active screening (including temperature check)
- Visiting areas will be clearly marked and visit must take place in the pre-arranged location only
- Physical distancing of a minimum of 6 feet
- Do not touch (embrace) resident and other visitors / staff
- Wear a mask or face covering (must bring own)
- Pets must stay outside the barrier

### Inside Visitors

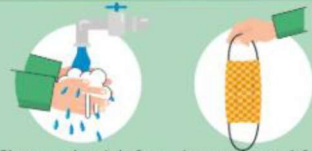
- Must pass the active screening (including temperature check)
- Present proof of negative covid-19 test (attestation)
- Wear a mask or face covering (surgical mask provided)
- Visiting areas will be clearly marked and visit must take place in the pre-arranged location only
- No deliveries or trading (e.g. food, drinks, letters); everything must come through the screener for disinfecting
- Visits will be discontinued for visitors who do not adhere to the guidelines and the resident will need to be isolated for 14 days and covid-19 test
- Follow hand hygiene protocol (before and after visit)

Please note, facilities will not be available for visitors.

# 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.