



## Information Package for Visitors

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

As part of the residence's policy on visits during COVID-19, all residents, families, visitors and staff will be provided with this information package, including education on all required protocols.

Visitor restrictions are based on [Directive #3](#) issued by the Chief Medical Officer of Health (CMOH), Ministry for Seniors and Accessibility (MSAA) and the Retirement Homes Regulatory Authority (RHRA) [Retirement Homes Policy to Implement Directive #3](#), and requirements outlined in the provincial [COVID-19 Response Framework: Keeping Ontario Safe and Open](#) (Provincial Framework).

### **Compliance with Policy**

All visitors must review the Information Package for Visitors prior to their visit and comply with the policy. Every single individual in the residence – staff, student, volunteer, visitor, or resident – has a responsibility in ensuring the ongoing health and safety of all by practicing IPAC measures as noted throughout this policy at all times, and these measures apply whether or not they have received a COVID-19 vaccine. Failure to comply with the residence's visiting policies may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by management/Designate.

### **Limiting Movement in the Residence**

All visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements outlined in this policy, including screening. All visitors will be actively screened at the beginning of their visit before they are allowed to enter the residence. Visitors will not be permitted access if they do not pass screening, unless an exception applies as noted in this policy (e.g. first responders, visitors for imminently palliative residents, if resident care cannot be maintained as assessed by the residence).

The number of visitors per resident are set out in the residence's visiting policy.

Residents who are self-isolating under Droplet and Contact Precautions may only receive Essential Visitors (e.g., residents may not receive General Visitors or Personal Care Service Providers).

### **Essential Caregivers**

An Essential Caregiver is a type of Essential Visitor who is designated by the resident or, if the resident is unable to do so, their substitute decision-maker.

Essential caregivers visit to provide care to a resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

A maximum of **2** Essential Caregivers may be designated per resident (designation should be made in writing to home & home should have procedure for documenting Essential Caregiver designations and any subsequent changes). Residents or an SDM are able to designate the Essential Caregiver and the necessity of an Essential Caregiver is determined by the resident or SDM.



Essential Caregivers, provided that they pass the screening requirements, are allowed access to residents (e.g., immunization status should not impact access).

Examples of Essential Caregivers include: family members who provide care, a privately hired caregiver, paid companions and translators.

A resident may designate an external care provider as an Essential Caregiver even though that individual would also be considered a Support Worker.

**General Visitors** may visit a resident **outdoors in a designated area.**

The number of individuals in a group **must not exceed provincial limits** for outdoor gatherings and consider the size of the designated space to allow for physical distancing between individuals from separate households.

General Visitors may visit a resident **indoors in a designated area.**

Groups may include up to **5** individuals at any one time (including the resident(s)) as long as the designated space allows for physical distancing between individuals from separate households.

Group limits for indoor visits in a designated area do not include children 2 years or under.

General Visitors may visit a resident **in their suite only** if the home does not have the space to accommodate a designated indoor/outdoor visiting area, if the resident is unable to have the visit in a designated area (e.g., due to mobility issues), or to support other accommodations as requested by the resident or their SDM. Visits in suites are limited to no more than **2** individuals to allow proper physical distancing. Group limits do not include children 2 years or under, and only **one resident per suite** may have General Visitors at any one time.

*Outdoor visits will be encouraged as much as possible, however depending on residents' needs, indoor visits, in-suite visits, and/or social absences may be allowed.*

General Visitors must pass screening requirements and be reminded to follow applicable public health measures while visiting the home.

General Visitors may not visit a resident who is self-isolation and on Droplet and Contact Precautions, in a home in outbreak, or as directed by the local PHU.

The residence will ensure equitable access to visits for all residents.

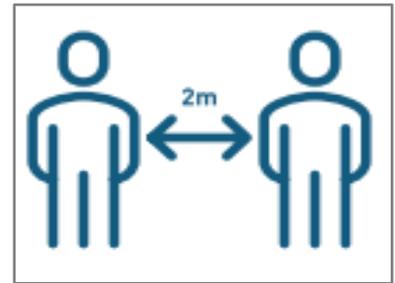
For all visits with General Visitors, the following measures **must** be in place:

- Visitors must wear masks for the duration of the visit unless exempt under Directive #3 (masking for residents is required if tolerated).
- Visitors and residents must maintain physical distancing (2 metres separation) for the duration of the visit. This is with the exception of brief physical contact while hugging.

For all visits with General Visitors, the following measures **should** be in place:

- There should be designated areas for visiting both indoors and outdoors.

- The residence should ensure equitable access for each resident.
- Visits should be booked in advance.
- Opening windows should be considered for indoor and in-suite visits to allow for air circulation.



The local public health unit (PHU) may advise further restrictions on visitors in part or all of the residence depending on the specific situation. Visitors must abide by any restrictions imposed by a PHU.

### **Complaints Process**

Should a visitor have a complaint about the administration of the residence's visiting policy, they may contact us by phone at 613-389-8989 or email: [info@thewindsorretirementresidence.com](mailto:info@thewindsorretirementresidence.com), and the complaint will be responded to in a timely manner. If your concern is not resolved to your satisfaction with the residence's management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email ([info@rhra.ca](mailto:info@rhra.ca)) and/or phone (1-855-275-7472).

A copy of the [Retirement Homes Policy to Implement Directive #3](#) is available upon request.

### **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 also means making changes in your everyday routines 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)

Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors. Physical distancing (a minimum of 2 metres or 6 feet) must be practiced at all times by every individual in the residence to reduce the transmission of COVID-19, with the following exceptions relevant to visits:

1. For the purposes of providing direct care to the resident;
2. For a fully immunized resident to have physical contact with their fully immunized essential caregiver(s) (e.g., holding hands, hugs);
3. For the purposes of a compassionate/palliative visit

**All visitors must comply with the residence's protocols on physical distancing as per the CMOH Directive #3.**



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

*[If sharing electronically, keep link above. If providing printed copy, include handouts at end of information package – or reference site specific materials]*

## 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 or sneezing.

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

**Following these steps is important:**



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 and is a fundamental component of infection prevention and control. 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.

- **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.
- **Hand sanitizers** with 70-90% alcohol may be used when your hands are not visibly dirty. Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

### How to wash your hands



Wash hands for at least 15 seconds

<p><b>1</b></p>  <p>Wet hands with warm water.</p>	<p><b>2</b></p>  <p>Apply soap.</p>	<p><b>3</b></p>  <p>Lather soap and rub hands palm to palm.</p>	<p><b>4</b></p>  <p>Rub in between and around fingers.</p>
<p><b>5</b></p>  <p>Rub back of each hand with palm of other hand.</p>	<p><b>6</b></p>  <p>Rub fingertips of each hand in opposite palm.</p>	<p><b>7</b></p>  <p>Rub each thumb clasped in opposite hand.</p>	<p><b>8</b></p>  <p>Rinse thoroughly under running water.</p>
<p><b>9</b></p>  <p>Pat hands dry with paper towel.</p>	<p><b>10</b></p>  <p>Turn off water using paper towel.</p>	<p><b>11</b></p>  <p>Your hands are now clean.</p>	

All visitors must perform hand hygiene prior to beginning each visit with a resident and if at any time their hands become soiled during the visit. Wash or sanitize your hands at the end of the visit as well.

Follow these steps:

Video: [How to Hand Wash](#)

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 face coverings/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)



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

Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19.

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

### **Essential Visitors:**

Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. Retirement homes may provide access to PPE to Essential Caregivers if they are unable to acquire PPE independently (medical masks, face shields/goggles, any additional PPE for Droplet Contact Precautions).

Essential Visitors:

1. Must use a medical mask (surgical/procedure) while in the residence, including while visiting a resident who does not have, or is not suspected to have COVID-19 in their room (the resident should also wear a mask, if tolerated).
2. Must wear appropriate eye protection (e.g., goggles or face shield) when they are within 2 metres of a resident as part of the provision of direct care and/or their interaction with the resident in an indoor area.
3. That are health care workers providing direct care or in contact with a resident who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5.

The residence may reinforce appropriate use of PPE for Essential Visitors as outlined in Directive #5.

Essential Visitors must attest to having received training on proper use of PPE.

The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors **must** follow staff reminders and coaching on proper use of PPE.

### **General Visitors and Personal Care Service Providers:**

- Are responsible for bringing their own mask for visits as outlined in Directive #3
- Must wear either a medical or a non-medical if the visit is outdoors. If the visit is indoors, a medical mask (surgical/procedure) must be worn at all times.

General Visitors and Personal Care Service Providers must attest to having read the documents and watched the videos on PPE required as part of the safety review.

The residence will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. General Visitors **must** follow staff reminders and coaching on proper use of PPE.

### **Public Health Ontario:**

[Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)

### **Videos:**

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)



# 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 2 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and 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 2 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.**

EPI·WIN

