

Lord Dufferin Centre Retirement Residence

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, and all visitors must agree to comply with the home's policy and procedures.**

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

- If the visitor does not follow protocols as outlined and agreed upon, they will be asked to leave the premises and an incident reported will be completed. Follow up with Management will be conducted to determine when the visitor will be allowed back and under what parameters.

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.

Limiting Movement in the Residence

Visitor restrictions are based around the provincial [COVID-19 Response Framework: Keeping Ontario Safe and Open](#) (Provincial Framework). Homes in Public Health Units (PHU) with evidence of increasing/significant community transmission are those under Orange (Restrict), Red (Control) or Grey (Lockdown).

General visitors must only visit the one resident they are intending to visit, and no other resident. If the visitor wishes to see another resident, they must book another visit.

Residents who are self-isolating for 14 days under Droplet and Contact precautions may **only receive Essential Visitors** (i.e. general visitors or personal care service providers). However, the residence may allow residents who are **not self-isolating** to receive general visitors and personal care service providers, provided the home is **not in an outbreak or is in a PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**.

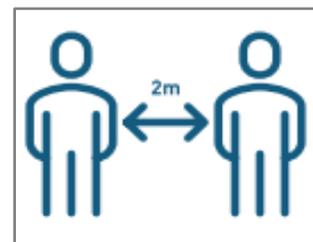
If the Home is in **outbreak** or is in a **PHU under Orange (Restrict), Red (Control) or Grey (Lockdown)**, the local public health unit may also advise further restrictions on visitors in part or all of the home, depending on the specific situation. Additionally, the local PHU may recommend **additional outbreak management control measures** which may include **restriction of Essential Visitors**.

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 in order to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging



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- Limiting contact with people at higher risk (e.g. older adults and those in poor health)

Lord Dufferin Centre Retirement Residence is required to facilitate visits in a manner aligned with physical distancing protocols per the Chief Medical Office of Health (CMOH) Directive #3. Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors.

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

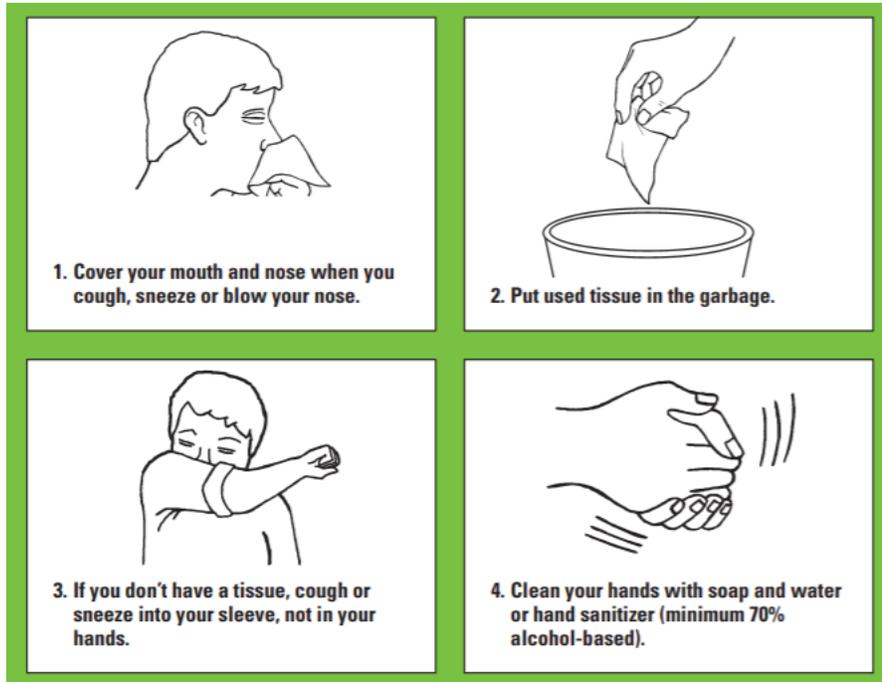
Respiratory Etiquette

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 by all visitors during all visits on the Residence property to reduce the risk of COVID-19 transmission.

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

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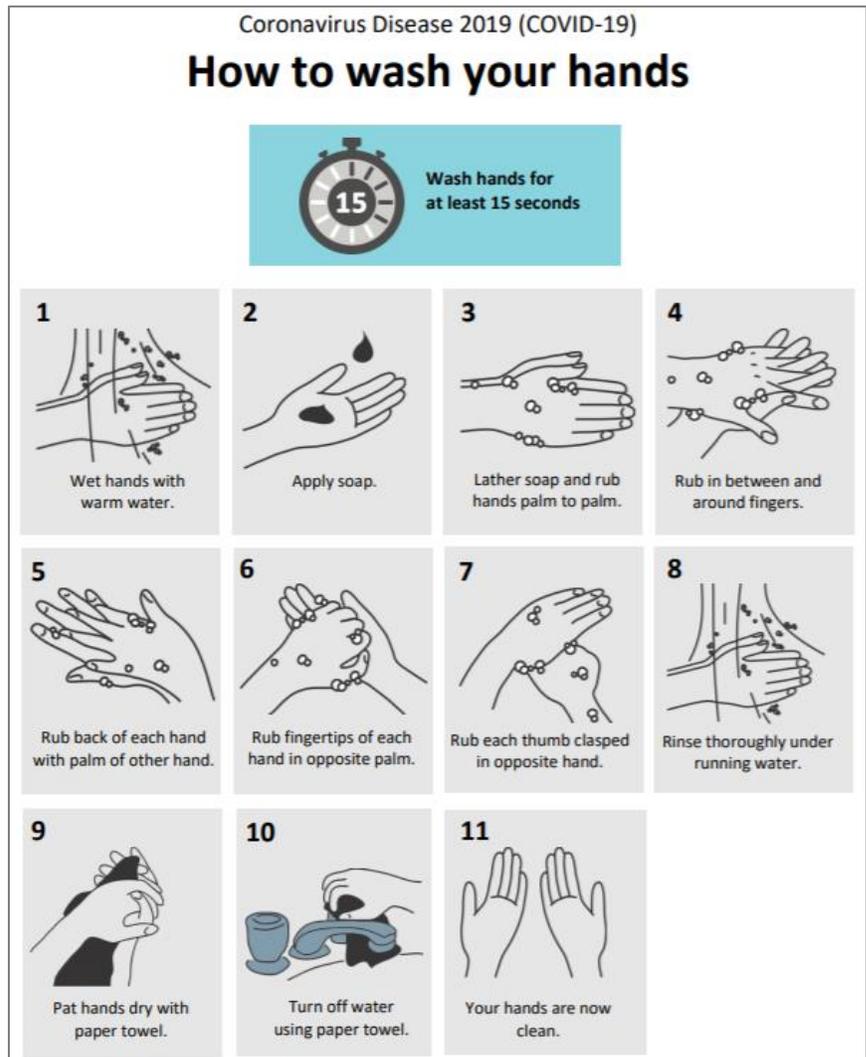
A. Handwashing

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.

Video: [How to Hand Wash](#)



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.

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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 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)

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Proper Use of Personal Protective Equipment (PPE) Including Face Coverings/Masks

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 wearing a face covering or mask as required, donning and doffing of PPE and following instructions on use provided by the Residence.

Essential Visitors:

- Support Workers and Caregivers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. They are encouraged to work with the home to source the appropriate PPE to comply with these requirements, if needed.

Essential Visitors who are:

- Providing direct care to a resident must use a surgical/procedure mask while in the home, including while visiting the resident that does not have, or is not suspected to have COVID-19 in their room; and
- In contact with a resident who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5 and Directive #1.

General Visitors and Personal Care Service Providers:

- General Visitors and Personal Care Service Providers are responsible for bringing their own face covering/mask. If visitors do not bring their own face coverings/masks (and the residence is not able to provide surgical/procedure masks if the visit is indoors), they cannot visit.
- Visitors should use a **face covering/mask** if the visit is outdoors.
- If the visit is **indoors**, a **surgical/procedure mask** must be worn at all times.

Public Health Ontario:

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

Videos:

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

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HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

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](#))

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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  World Health Organization

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