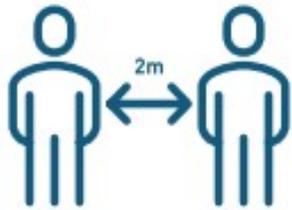


VISITOR INFORMATION PACKAGE

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

The following requirements must to be met by visitors:

- Be feeling well on the date/time of visit
- Must pass the active screening (including temperature check)
- Present proof of negative covid-19 test
- 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 their own)
- Follow hand hygiene protocol (before and after visit)
- 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
- Do not visit with other residents
- Pets must stay outside the barrier
- 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

Please note, facilities will not be available for visitors.