

## Appendix A – Information Package for Visitors

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

As part of Trinity Village Studios 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), the [Reopening Ontario, \(A Flexible Response to COVID-19\) Act, 2020](#), and Retirement Homes Regulatory Authority (RHRA) [Retirement Homes Policy to Implement Directive #3](#).

### **Compliance with Policy**

All visitors must review the Information Package for Visitors prior to their visit and comply with the policy. Additionally, all visitors must agree to abide by the health and safety practices contained in Directive #3 as outlined in this policy as a condition of entry into the residence. Recommended public health measures, as well as all applicable laws, must be practiced at all times regardless of **whether or not** an individual has **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 the Retirement Manager or designate.

### **Non-Compliance with Policy**

The Visitor and resident will be notified in writing and more education provided; then escalated if continual non-compliance. If continual non-compliance occurs the visitor will be asked to leave, incident documented and future visits discontinued. Visitor will have to complete all required Public Health education as per this document and will have to show the Manager that they are fully aware of what is required of them before they will be allowed to schedule further visits. If non-compliance occurs again after further education the visits will be discontinued indefinitely.

### **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 is set out in Trinity Village Studios Covid-19 visiting policy. 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.

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).

### **Complaints Process**

Should a visitor have a complaint about the administration of the residence's visiting policy, they may contact the Retirement Manager at 519-896-3112 ext. 300 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,

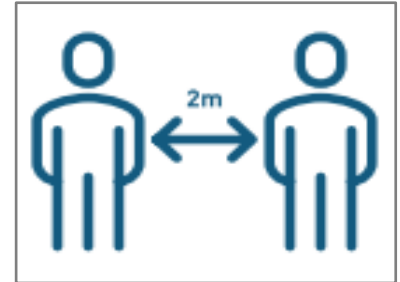
visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email ([info@rhra.ca](mailto:info@rhra.ca)) and/or phone (1-855-275-7472).

A copy of the [Retirement Homes Policy to Implement Directive #3](#) (July 14, 2021) 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 all individuals at all times, except for the purposes of providing direct care to a resident(s) or brief physical contact when hugging.

**All visitors must comply with Trinity Village Studios protocols on physical distancing as per the CMOH Directive #3.**



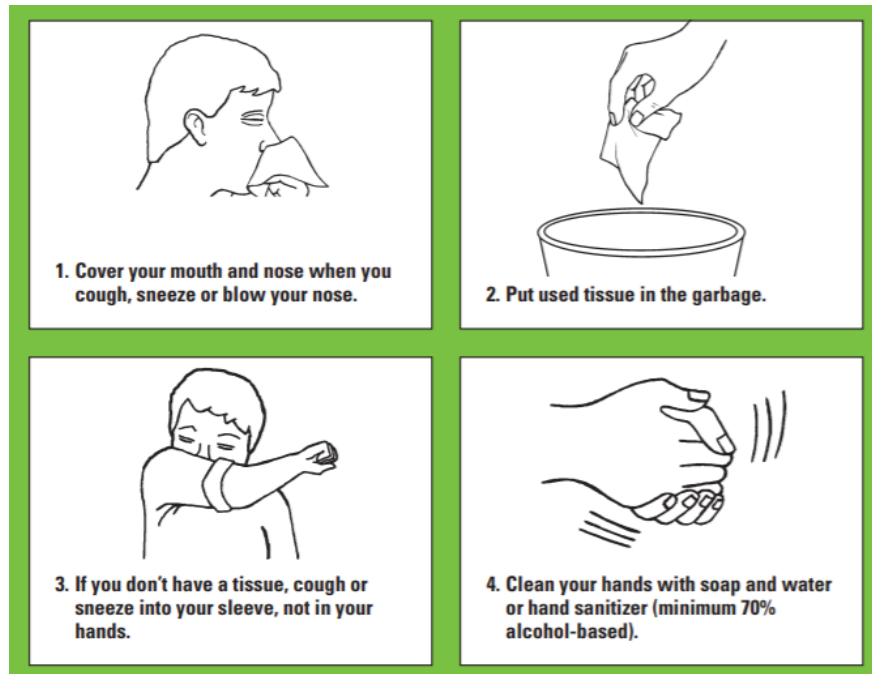
Read more about physical distancing [here](#) (Source: Public Health Ontario). Handouts available as requested.

## 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](#). Handouts available as requested.

*(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.

**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](#)  
Handouts available as requested. (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](#). Handouts available as requested. (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. Trinity Village Studios 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 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 providing care to residents with suspected/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area. In all other circumstances, the use of eye protection is based on the point-of-care risk assessment when within 2 metres of a resident(s).
  3. Who 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:

- Must wear either a medical mask for indoor visits or a non-medical mask for outdoor visits and are responsible for bringing their own mask.
- 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.
- 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](#)

[Taking off Mask and Eye Protection](#)

## 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.**



**World Health Organization**

Source: World Health Organization ([Non-Medical Fabric Mask](#)) \*Poster modified to 2 metres

# HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](https://www.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



Source: World Health Organization ([Medical Mask](#)) \*Poster modified to 2 metres