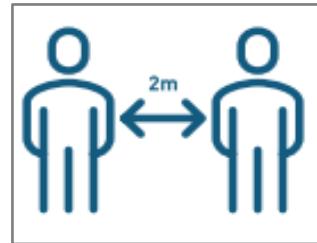




SUBJECT:	Information Package for Visitors	POLICY #:	I 4.7 SS, Appendix A
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MANUAL:	ORCA Operations Manual 2018	SECTION:	Infection Control
		MODULE:	4 – Outbreak Management
ORIGINAL ISSUE:	June 2020	REFERENCES:	
PAST REVISIONS:		APPROV. AUTH:	General Manager
CURRENT REVISION:		RESPONSIBILITY:	General Manager
		DISTRIBUTION:	All Staff and visitors

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

The visitor policy and information package will also be shared with residents to communicate Heritage Place's visitor policy, including the gradual resumption of family visits and the associated procedures.



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

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

Things to avoidNon-essential trips
outside your homeHugging or shaking
hands

Crowds or gatherings



Visiting friends



Sharing food or utensils

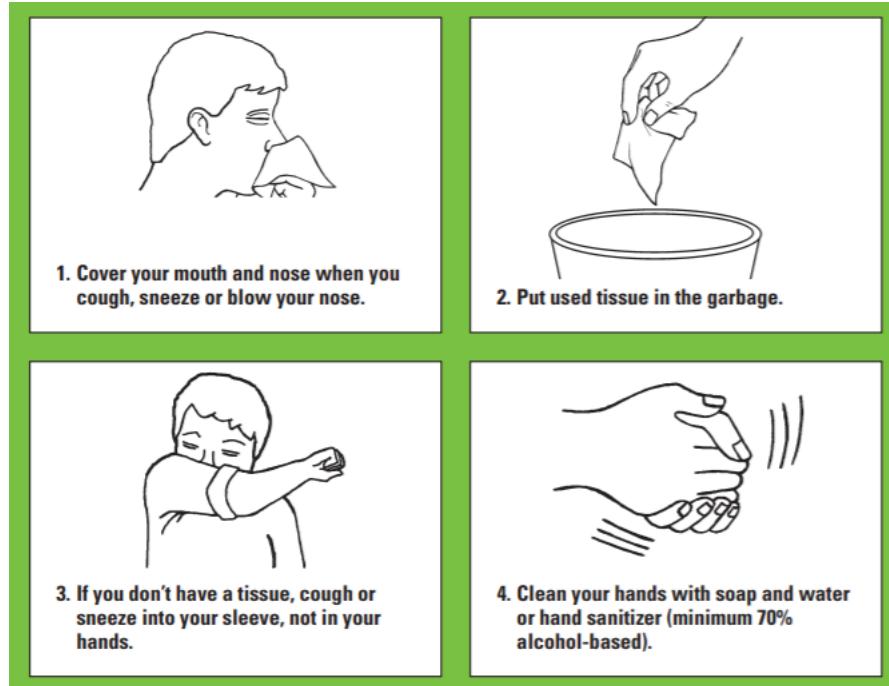
Engaging in group
activities or sportsVisiting popular
destinationsPlay dates, parties or
sleepovers

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 during all visits on Heritage Place property to reduce the risk of COVID-19 transmission.

**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 hands.
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. 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.

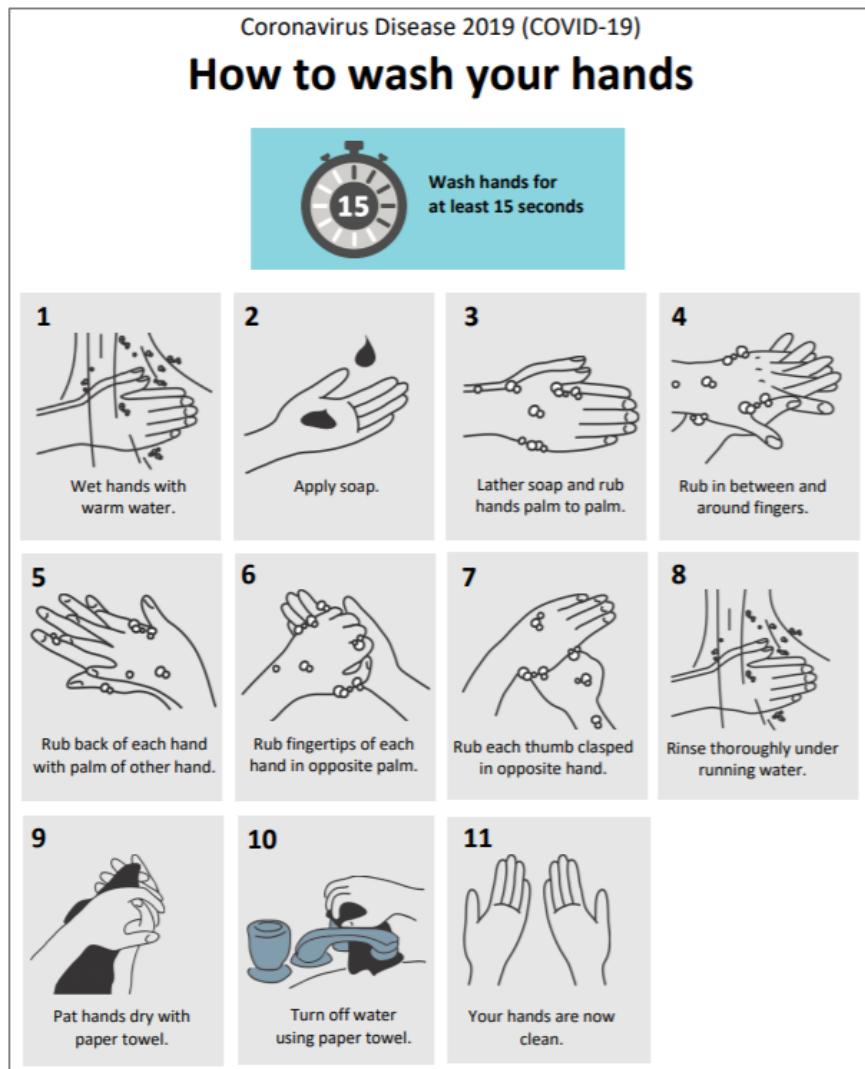
Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.

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.



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.

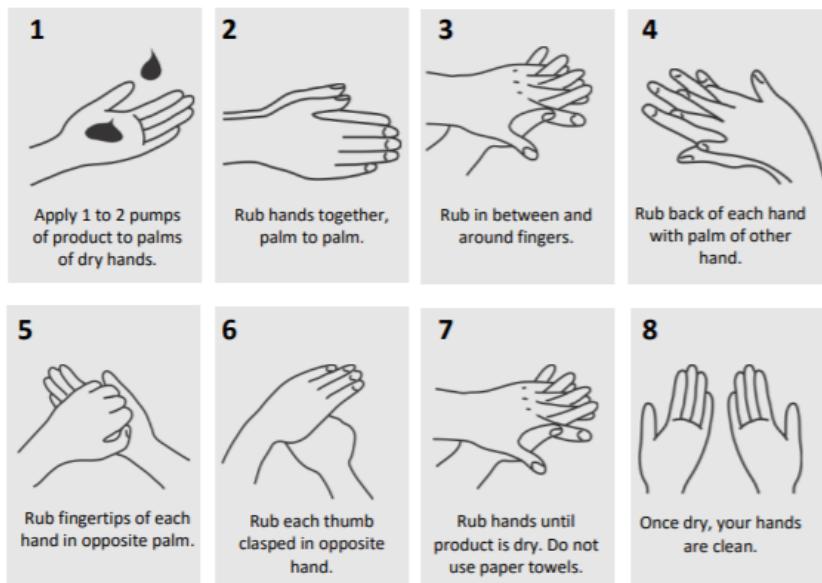
Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

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.

How to use hand sanitizer



Read more about hand hygiene [here](#) (Source: Public Health Ontario)

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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 Heritage Place'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

In addition to the above practices, Heritage Place requires all visitors to pass active screening each time they visit. Visitors must confirm with staff that they have tested negative for COVID-19 within the previous two weeks.

Heritage Place requires all visitors to wear surgical masks inside the building at all times. If residents leave the property with their family/friends, cloth face coverings must be worn by both the resident and their family/friends.

Additionally, visitors must identify to staff any items brought into the home for a resident, so the items can be disinfected.

Visitors must also comply with physical distancing, remaining at least 6 feet (2 metres) away from others in the building.

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)

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 Heritage Place's IPAC protocols, including donning and doffing of PPE and following instructions on use provided by Heritage Place.

Family visitors must where a surgical/procedural mask inside the property.

If visitors leave the property with a resident, they must wear a cloth face covering.

Visitors are responsible for bringing their own mask. If visitors do not bring their own masks, they will not be permitted inside the building. Essential visitors who are provided with appropriate PPE from their employer, may enter the building.

For Essential Visitors only:

Essential visitors providing direct care to a resident must wear full PPE when visiting ALL residents. This includes gloves, face shield or goggles, gown, and surgical/procedure mask which will be provided by Heritage Place. If outside agencies providing essential care are unable to provide full PPE, Heritage Place will supplement provided adequate pandemic/emergency supplies are on hand.

Putting On (Donning) and Taking Off (Doffing) PPE – See more information [here](#) / [here](#).

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →

- 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 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
- Do not use a mask that looks damaged
- Do not wear a loose mask

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

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



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



Wash your hands before
touching the mask



Inspect the mask for
tears or holes



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 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 Use a ripped or
damp mask



Do not wear the mask
only over mouth or nose



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.