

# St Jacobs Place Visitors Information Covid-19 Package



Amended on: August 17, 2021, December 20, 2021, January 12, 2022, October 5, 2022, October 19, 2022

## Appendix A – 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 the [Ministry for Seniors and Accessibility COVID-19 Guidance Document for Retirement Homes in Ontario \(October 6, 2022\)](#) and the [MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs \(October 3, 2022\)](#).

### **Compliance with Policy**

All visitors must review the Information Package for Visitors prior to their visit and comply with visiting procedures. 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 and/or is up to date with COVID-19 vaccines**. 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 to be permitted entry. Visitors will not be permitted access if they do not pass screening, unless an exemption applies as noted in this policy (e.g., first responders, visitors for palliative end-of-life 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. 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, which override any requirements or permissions in this policy if there is a conflict.

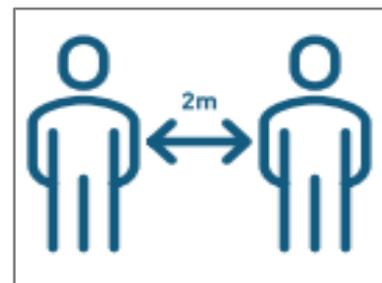
Residents who are self-isolating under Droplet and Contact Precautions may only receive Essential Visitors (e.g., residents may not receive General Visitors or Personal Care Service Providers).

### **Complaints Process**

Should a visitor have a complaint about the administration of the residence's visiting policy, they may contact the General Manager by phone at (519)664-6637 ext. #405 or by email at [aallen@stjacobsplace.ca](mailto:aallen@stjacobsplace.ca) 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).

## 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 meters (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.

**All visitors must comply with the residence's protocols on physical distancing.**



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)

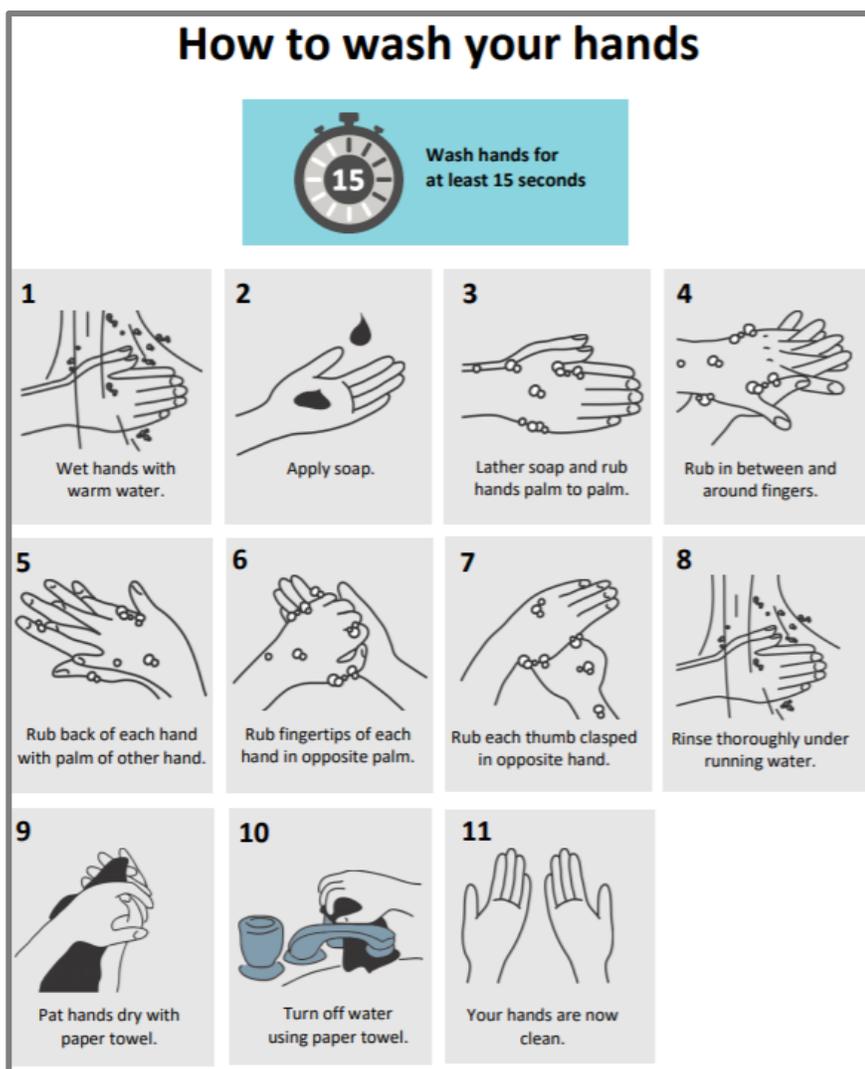
## Hand Hygiene

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.

**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
8. Vaccination program

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. Prior to visiting any resident in a home declared in outbreak for the first time, the residence will provide training to Essential Caregivers and Support Workers who are not trained as part of their service provision or through their employment. Training must address how to safely provide direct care, including putting on (donning) and taking off (doffing) required PPE, and hand hygiene. If the residence does not provide the training, it must direct Essential Caregivers and Support Workers to appropriate resources from Public Health Ontario to acquire this training.

### **Essential Visitors:**

- Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in MOH's COVID-19 Guidance: LTCH/RH/CLS for PHUs.
- The residence should provide access to PPE to Essential Caregivers if they are unable to acquire PPE independently, including to medical (surgical/procedure) masks, eye protection (e.g., face shields or goggles) and any additional PPE when providing care to residents who are isolating on Droplet and Contact Precautions. Homes must intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. Essential Visitors must also follow staff reminders and coaching on proper use of PPE.

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

- General Visitors and Personal Care Service Providers must wear a medical mask for indoor visits and should either bring their own mask or be provided one by the home. General Visitors are not required to wear a mask while outdoors. Homes must intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed. General Visitors must also 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](http://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](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.**




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