

Introduction

During the COVID-19 pandemic, the health and safety of our residents, families, staff, and visitors remain 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 outside visits.

Definitions

- Essential Visitor
 - a. As defined in directive #3 – include a person performing essential support services (eg food delivery, maintenance, health care services or a someone who is not considered an Essential caregiver.
- Essential Caregiver
 - a. Is designated by the resident or POA/Substitute decision maker and is visiting to provide direct care to the resident including:
 - i. supporting feeding
 - ii. mobility
 - iii. personal hygiene
 - iv. cognitive stimulation
 - v. communication
 - vi. meaningful connection and more
 - b. They must be 18 years of age. To become an essential caregiver, training through Surge Learning, is required by calling 519-284-2921 or email Receptionist@kingswaylodge.com. Those under the age of 16 can be a designated caregiver if a parent or legal guardian permits it and they take the course.
- General Visitor
 - a. A general visitor is a person who is not an essential caregiver and is visiting to provide non-essential services, for social reasons, personal care provider, animal handlers (for example as part of a therapy animal program.)
 - b. Children under the age of two are not counted as visitors regardless of whether the visit is indoors or outdoors.

***We will follow PHU guidelines for visitors during outbreak. A caregiver may not visit any other resident or home for 14 days after visiting a;

- resident who is self-isolating or symptomatic
- home is affected with outbreak.

Indoors Essential Caregiver

- Any number of support workers may visit a home
- When a resident is symptomatic or isolating only one caregiver may visit at a time
- We strongly recommend that you are fully vaccinated to be an essential caregiver, but respect your decisions
- Everyone should self screen prior to visiting

General visitors

- Whether you are fully vaccinated or not, it is recommended you self screen
- Full PPE is required if visiting an isolation room
- Masks are to be worn in common or shared spaces of the home or shared spaces and recommended to wear a mask in a residents room.
- If the home is in outbreak, we will follow PHU guidelines

Outdoors Visits

- If your visit is outdoors it is recommended you self screen
- PPE is required as per guidelines

Things to know ahead

- We prefer you book a visit by calling 519-284-2921 or email Receptionist@kingswaylodge.com
- For everyone's safety, anyone who is on self-isolation, waiting for results from a COVID test or positive for COVID-19 should not visit.
- If you are feeling ill in any way, please do not visit
- Personal protective equipment – mask are required unless in outbreak PHU guidelines will be followed
- Resident should wear a shield/mask if tolerated.
- **Please provide us with as much notice as possible if you need to cancel your visit.**

During the Visit

- Visitors must wear appropriate Personal Protective Equipment (PPE) as instructed by staff i.e. *keep face mask on at all times*
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures.

Your Responsibility as a Visitor

- Respect the guidelines that have been put in place. If you do not understand, please do not hesitate to ask



Personal Protective Equipment (PPE)

Steps to Put on a Mask and Eye Protection



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Facial protection helps protect the health care worker from infections spread by the droplet route. To achieve maximum protection, they must be worn properly.

- 1 Place loops of the mask over each ear.
- 2 Bend the nose bar over the bridge of the nose so that the mask fits snugly over the nose and mouth and prevent fluid penetration.
- 3 Put on eye protection and adjust to fit. If you are using a face shield instead of a mask and eye protection, be sure the face shield fit over your brow.

TECHNIQUES FOR PERFORMING HAND HYGIENE

To clean hands properly, rub all parts of the hands and wrists with an alcohol-based hand rub or soap and water. Pay special attention to fingertips, between fingers, backs of hands and base of the thumbs.

- **Keep nails short and clean**
- **Remove bracelets and rings**
- **Do not wear artificial nails**
- **Remove chipped nail polish**
- **Make sure that sleeves and watches are pushed up and do not get wet**

Cleaning with alcohol-based hand rub

- **Clean hands for minimum 15 seconds**
- **Clean wrists and forearms if they are likely to have been contaminated**
- **Ensure hands are dry**
- **Apply lotion to hands frequently**

Hand washing with soap and water

How to handrub

Rub hands for 15 seconds



1 Apply 1 to 2 pumps of product to palms of dry hands.



2 Rub hands together, palm to palm.



3 Rub in between and around fingers.



4 Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



5 Rub fingertips of each hand in opposite palm.



6 Rub each thumb clasped in opposite hand.



7 Rub hands until product is dry. Do not use paper towels.



8 Once dry, your hands are safe.

JUST CLEAN YOUR HANDS



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How to handwash

Lather hands for 15 seconds



1 Wet hands with warm water.



2 Apply soap.



3 Lather soap and rub hands palm to palm.



4 Rub in between and around fingers.

Lather hands for 15 seconds



5 Rub back of each hand with palm of other hand.



6 Rub fingertips of each hand in opposite palm.



7 Rub each thumb clasped in opposite hand.



8 Rinse thoroughly under running water.



9 Pat hands dry with paper towel.



10 Turn off water using paper towel.



11 Your hands are now safe.

JUST CLEAN YOUR HANDS



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Essential Visitor Acknowledgement
(please provide this one-time signed copy to the nurse)

Date/Time of Visit:
Visitor's Full Name:
Relationship of Visitor to Resident:
Name of Resident you are visiting:

I acknowledge that I have received the visitor's guideline including information/training on hand hygiene and personal protective equipment.

I understand that by complying to the visitor's guideline my loved one, myself and others will be kept safe from risk of transmission of COVID-19.

*A place for Living.
A place for Caring.*

Visitor's Signature:
