

April 11, 2022



Yee Hong Family and Visitor Information

Visiting Yee Hong LTC home during Pandemic

Yee Hong Centres

Finch

McNicoll

Markham

Mississauga

General Visits and Essential Caregivers

Ontario is cautiously and gradually easing public health and workplace safety measures. In long-term care homes, many public health measures remain in place. You've seen throughout the pandemic that Yee Hong's top priority is the health and safety of our seniors and staff.

Here are the updates on our Visitor policy:

- All general visitors are welcome. All visitor will be screened for signs and symptoms and tested for COVID-19
- Up to 4 visitors (including caregivers) are allowed indoor.
 - If there are more than 2 visitors planning to visit a resident at one time, the visit must be pre-arranged with the home to ensure a designated room is available for the visit to safely take place.
 - For general visitors, the visit is limited to 60 minutes each time. However, for the designated room for 3 or more visitors is limited to 30 minutes in order to accommodate others for their visits.
- Outdoor visits will be resumed as weather permits.

Furthermore, the Ministry has removed the imposed mandatory vaccination for staff, students, volunteers, support workers, caregivers and general visitors. However, we highly encouraged everyone to get their COVID-19 vaccination up-to-date by receiving all the recommended doses, including any booster dose(s) when eligible to protect themselves and those around them.

Enhanced measures for visitors and caregivers can be found in the table below.

Everyone is reminded of the importance of remaining vigilant with public health measures, such as masking and social distancing, both in the home and in the community.

Area	Summary Requirements
Surveillance Testing	<ul style="list-style-type: none">• Fully vaccinated visitors and caregivers will be tested using Rapid Antigen testing at least 2 times a week.• Unvaccinated visitors and caregivers will be subjected to testing every time they are visiting the resident and must maintain social distance during the entire visit. If the individual failed to comply, they will be banned from visiting.

	<ul style="list-style-type: none"> • Individuals who show proof of a confirmed COVID-19 infection in the past 90 days should not be re-tested except with the onset of symptoms <p><i>* Testing can also be considered if there is exposure to a confirmed case of COVID-19, if there is a COVID-19 outbreak in the home, or at the direction of the local public health unit.</i></p>
<p>Visitors (general visitors and caregivers)</p>	<ul style="list-style-type: none"> • Outdoor visits (where feasible): <ul style="list-style-type: none"> ○ Pre-schedule is required to ensure visiting station is available ○ Proper social distancing between other groups of families visiting must be maintained throughout the visit. • Indoor visits: <ul style="list-style-type: none"> ○ Up to 4 visitors (including caregivers) per resident at a time. ○ If more than 2 visitors are expected to visit a resident at one time, check with the home’s visiting procedure first. <p>When a home is under suspected or confirmed COVID-19 outbreak, general visitors may not be permitted and only one caregiver may be allowed to visit the resident at a time following the local public health direction.</p> <p><i>Please note:</i></p> <p>Caregivers are a type of essential visitor who are visiting the home to provide direct care to meet the essential needs of a particular resident. Caregivers must be at least 16 years of age and must be designated by the resident or his/her substitute decision maker. Direct care includes providing support/ assistance to a resident (for example, eating, bathing and dressing) and/or providing social and emotional support.</p> <p>Other types of essential visitors:</p> <ul style="list-style-type: none"> ○ People visiting very ill or palliative residents who are receiving end-of-life care for compassionate reasons, hospice services, etc. ○ Ministry inspectors ○ Support workers <p>Those <i>not</i> considered visitors:</p> <ul style="list-style-type: none"> ○ Long-term care home staff ○ Volunteers ○ Student placements

<p>Enhanced Infection Prevention and Control (IPAC) measures</p>	<ul style="list-style-type: none">● Prior to visiting, please review the home's infection prevention and control measures including proper hand hygiene, masking and distancing. Here are the links:<ul style="list-style-type: none">○ https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals○ Putting on full personal protective equipment: https://www.publichealthontario.ca/en/videos/ipac-fullppe-on○ Taking off full personal protective equipment: https://www.publichealthontario.ca/en/video/ipac-fullppe-off○ Wearing an N95 mask: https://www.youtube.com/watch?v=ikrpLxt5oCA○ How to hand wash: https://www.healthontario.ca/en/videos/ipac-handwash○ How to hand rub: https://www.publichealthontario.ca/en/Videos/I/2020/I-PAC-Handrub ● All visitors must wear the medical mask provided by the home and must wear it for the entire visit.● Taking off the mask to eat with the resident is NOT permitted.● Maintain physical distancing when not providing direct care.● Conduct self-screening for any signs and symptoms of respiratory (i.e., fever, cough, runny nose, sore throat, unexplained vomiting and/or diarrhea) before coming in to visit. Refrain from visiting if you are not well.● Participate in active screening at the entrance including getting a rapid antigen test. Wait at least 15 minutes for the result before visiting the resident. While waiting, please maintain social distance from others.● Conduct frequent hand hygiene● Eye protection is available for visitors.● If tolerated, residents are encouraged to wear a mask during the visit. <p>Non-compliance to any of these measures may cause for your visitation's right to be suspended until another IPAC education is completed</p>
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For the protection of our residents and staff, please follow these best practices. If at any time a visitor fails to follow these safety practices, we will be forced to discontinue future visits:



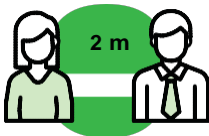
Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. You **MUST** wear your mask provided to you by the home at **all times** during the visit. Children under the age of two are not required to wear a face mask.



You MUST stay in the homes designated visit areas. To beat COVID-19, we need to continue to follow public health advice. Please help our staff by keeping to designated visiting areas in the home.



You MUST maintain physical distance (2 metres).



Clean your hands (again). Before you leave, clean your hands thoroughly using the hand sanitizer.

We thank you for your cooperation. Your visits mean the world to our residents. Thank you for helping make everyone's visit successful and safe.

All visitors must only visit the resident they are intending to visit and no other resident. The visiting hours are from 8am to 6pm, 7 days a week. No scheduling is required unless there will be more than 2 visitors visiting at one time or planning an outdoor visit. We highly recommend avoiding visits during staff shift change to reduce line up at the screening and testing centre (between 9am to 9:30am and 2:30pm to 3:30pm).

Communication for updated Information

Yee Hong has developed a process for communicating updated information for, families, visitors and staff using multiple communication channels such as intranet, website, newsletter, and emails to staff and families. Please visit <https://www.yeehong.com/covid-19/>

If you have any further questions, please contact your loved ones Yee Hong Centre directly.

While visiting residents, please note:

The health and safety of the residents, their families and the well-being of our staff members is our top priority.

The home maintains **zero tolerance** for any failure to comply with the guidelines for outdoor and indoor visiting or any actions that may place the health and safety of residents, staff or families at risk. If visitors do not adhere to the protocols put in place, our staff will have to discontinue the visitation.

Definition:

A person is fully vaccinated against COVID-19 in Ontario if they have received:

- The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines (two doses of Moderna, Pfizer-BioNTech, AstraZeneca, including COVISHIELD) in any combination or one dose of Janssen (Johnson & Johnson), One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or
- Three doses of a COVID-19 vaccine not authorized by Health Canada; and
- They received their final dose of the COVID-19 vaccine at least 14 days ago.

Rapid Antigen Test is used for screening and any preliminary positive results will need to be confirmed with the PCR COVID-19 test.

Thank you for helping make everyone's visit successful and safe.

How to handwash

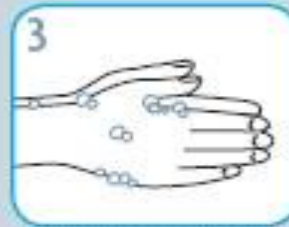
Lather hands for 15 seconds



Wet hands with warm water.



Apply soap.



Lather soap and rub hands palm to palm.



Rub in between and around fingers.

Lather hands for 15 seconds



Rub back of each hand with palm of other hand.



Rub fingertips of each hand in opposite palm.



Rub each thumb clasped in opposite hand.



Rinse thoroughly under running water.



Pat hands dry with paper towel.



Turn off water using paper towel.



Your hands are now safe.



**JUST CLEAN
YOUR HANDS**



HOW TO WEAR A SURGICAL MASK



WASH YOUR HANDS
BEFORE
WEARING A MASK



ENSURE THE PROPER
SIDE OF THE MASK
FACES OUTWARDS



LOCATE THE METALLIC
STRIP AND PLACE IT
ON THE NOSE BRIDGE



SECURE THE STRINGS
BEHIND YOUR HEAD
OR OVER YOUR EARS



COVER MOUTH
AND NOSE FULLY
MAKING SURE THERE
ARE NO GAPS



PRESS THE METALLIC
STRIP TO FIT THE SHAPE
OF THE NOSE



REMOVE THE MASK
FROM BEHIND BY
HOLDING THE STRINGS
WITH CLEAN HANDS



DISPOSE THE MASK IN
A CLOSED BIN WITHOUT
TOUCHING THE FRONT



SURGICAL MASK
PLACED CORRECTLY



DO NOT TOUCH THE
MASK WHILE USING IT,
IF YOU DO
WASH YOUR HANDS



REPLACE THE MASK
IF IT GETS DAMP
AND DO NOT REUSE IT



COVER YOUR COUGH

Stop the spread of **germs** that can make you and others sick!

Public
Health
Ontario

Santé
publique
Ontario



Cover your mouth and nose with a tissue when you cough or sneeze.

Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



You may be asked to put on a facemask to protect others.



Wash hands often with soap and warm water for 15 seconds.

If soap and water are not available, use an alcohol-based hand rub.

For more information contact Public Health Ontario's Infection Prevention and Control Department at ipac@oahpp.ca or visit www.publichealthontario.ca/en/health-topics/infection-prevention-control/clinical-office-practice.

This is an excerpt from Infection Prevention and Control for Clinical Office Practice