



**Yee Hong Centre  
For Geriatric Care**

頤康中心

**Resuming visitation in Long Term Care**

**Yee Hong Family and Visitor  
Information**

**Yee Hong Centres**

Finch

McNicoll

Markham

Mississauga

Welcome to our home

# Our home is currently free from COVID-19

At this time, indoor visits are being reintroduced, and outdoor visits are continuing in the designated outdoor visiting area.

**You no longer need a recent COVID-19 test for outdoor visits** however, before you attend an indoor visit, you must have had a negative COVID-19 test within the last two weeks and answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, 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** bring your own mask or face covering for outdoor visits. We will provide you with a surgical mask for the indoor visits. You must continue to wear your mask at all times during the visit.



**You MUST stay in the designated visit areas.** To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas and please note that **washrooms will NOT be available** to guests during these visits



2 m

**You MUST maintain physical distance.** We know, this one's hard. But for everyone's safety, avoid physical contact during your visit and do your best to stay two metres (6 feet) apart at all times (barriers and markers will be in place to assist with this).



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

Our staff may have additional requests. Your cooperation will help them keep everyone safe. While we know how much your visit means to our residents, our priority will continue to be keeping our home outbreak-free for the safety of our residents and staff. For this reason, if visitors don't follow the above guidance they will not be permitted to return.

We thank you for your cooperation in scheduling one visit per week, to ensure all residents have a chance to receive visitors.

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

### **Welcome Back to Our families!!**

Thank you for your patience while we have been working to implement ministry guidelines for indoor visitors in Long Term Care to ensure there is a safe and fair process for resuming visits with your loved one at the Yee Home LTC homes.

As we prepare to have you return to visiting your loved ones in to the Yee Hong Centres, this information guide will provide you with what you need to know before you schedule a visit.

### **Virtual visits and Essential visits:**

As we are extending in-person physical distance visits indoors, we want you to know that we will continue to offer scheduled virtual visits as there may be times when it is not appropriate or advisable for our residents to do in-person visits. Similarly, we will continue to facilitate eligible essential visits for visitors with a negative COVID-19 test within the last two weeks.

In the event of a home going on outbreak we will discontinue in-person visits (both indoor and outdoor), and only provide virtual visiting until the outbreak is declared over.

### **How to prepare for your visit**

- During this new phase of in person visits, one can schedule a 30 minute indoor or outdoor visit with your loved ones. A maximum of two visitors are allowed at once. Visitors should be from the same household for the indoor visit, and must have a negative COVID-19 test result within 14 days of the visit date. Visitors must show

evidence to Yee Hong staff confirming having a recent (**within 14 days**) negative covid-19 test. The home cannot provide the testing for you.

- The total number of scheduled visits will be arranged based on available staffing and outdoor space capacity. Yee Hong will ensure that all individuals maintain a physical distance of 2 meters for the safety of residents, staff and visitors.
- Yee Hong may prioritize visits to meet the resident needs such as those with worsening clinical and emotional conditions.
- There will be a designated indoor lounge on the ground floor of the homes for indoor visits and outdoor visitor areas set up for each home. The staff will help you identify the designated visit areas when you arrive.
- Visitors with possible exposure or with typical or atypical symptoms must **NOT** visit in person, and should get tested again at an Ontario COVID-19 assessment centre to rule out COVID-19.
- Please check with your home for the visitation days. There will be no visits on statutory holidays.

### **How to schedule your visit?**

- We will begin by scheduling visits one week at a time. Please follow link below to schedule an indoor/outdoor visit with your loved one. [www.yeehong.com/visit](http://www.yeehong.com/visit)
- All visitors must register online to schedule their visits for the following week
- To schedule the appointment the following information will be required
  - i. Name of the visitors
  - ii. Visitors phone number
  - iii. The name of the resident, room number and floor
  - iv. Confirmation that you have a negative COVID-19 test result within 14 days of the scheduled visit (for indoor visits) and not tested positive for COVID-19
- We will email/call you back to confirm your visit and provide you with the additional information you will need
- The outdoor visits will be weather permitting. If the weather does not cooperate, your outdoor visit will be changed to a virtual visit. We will help reschedule your outdoor visit at the earliest available appointment.
- For residents with limited mobility (bed-bound) or who exhibit responsive behaviors that may not be safe for participation in the outdoor visits. You may schedule an indoor visit or virtual visit whichever one is most appropriate and safe to do so.

## On the day of the visit

- Outdoor visitors must access the outdoor visiting area without entering the home, please follow the signs to the Outdoor Visiting Area entrance.
- The visiting area will be set up to ensure physical distancing and safety (For outdoor visits, sun shades for residents will be provided. Please bring a hat or umbrella for your protection)
- Indoor visitor must show a copy of the COVID-19 test that was completed within 14 days of the visit date and the result **must be negative**
- Visitors must complete & sign the visitor screening form upon arrival
- Visitor must pass screening, including temperature check upon arrival
- Visitors must wear a mask/face cover and are responsible for bringing their own face mask/face covering for all outside visits
- The home to provide a surgical mask for the indoor visit
- Visitors must perform hand hygiene prior to occupying the visiting space
- Visitors will **NOT** be permitted to enter the home to use the washrooms
- Visitors must agree to abide by the following principles during visit:
  - Two visitor only
  - No pets
  - No food or drink
  - No gifting items/dropping off items to the resident (this must go through the screener to follow the regular disinfection process)

We know it will be extremely hard not to want to embrace physically with your loved one. We ask that you do not hug or touch the resident (6 feet physical distancing must be maintained throughout the visit). **Failure to do so may result in your loved one being placed in isolation for 14 days.**

## Infection Prevention and Control measures (IPAC)

Yee Hong will be putting in place the highest IPAC standards prior to, during and after all visits. This includes IPAC practices, such as the use of PPEs (Personal Protective Equipment), and Hand hygiene for residents, staff and visitors

- There will be posters to remind everyone of the practices in place for safe in-person visits
- Yee Hong staff will supervise all visits, ensure physical distancing, safe transport of the resident, and keeping the start and end times on schedule.

- Timing between visits is very important to allow for resident transportation and sanitizing of areas in contact with the resident and visitors.
- Staff will use appropriate Infection Prevention Practices to clean and disinfectant visiting area after each visit. Visitors must wear a mask (surgical mask for indoor visits only) during the entire visit while maintaining physical distance.
- We encourage you to also wipe down your cell phone with a disinfectant wipe/sanitizer
- Avoid touching your face, especially your nose, mouth, eyes and ears or adjusting your glasses or mask. If you do, please ensure hand hygiene (sanitizer) before and after touching; and please tie back your long hair.
- Please minimize wearing jewelry, or having accessories e.g. purses, hats, scarves, etc. We recommend that you leave these types of items at home or in the car to lower the risk of transfer of any infection.
- Staff will remind/assist the resident with hand hygiene before and after each visit.
- There will be hand hygiene stations at each visit area

### **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.

### **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.

	<b>Indoor visit</b>	<b>Outdoor visit</b>
<b>Home is on an outbreak</b>	Will not be allowed	Will not be allowed
<b>Number of visitor per resident</b>	<ul style="list-style-type: none"> <li>No more than two visitors at a time</li> </ul>	<ul style="list-style-type: none"> <li>No more than two visitors at a time</li> </ul>
<b>Length of visit</b>	<ul style="list-style-type: none"> <li>A maximum of 30 minutes</li> </ul>	<ul style="list-style-type: none"> <li>A maximum of 30 minutes</li> </ul>
<b>Location of the visits</b>	<ul style="list-style-type: none"> <li>Designated indoor visitor lounge on ground floor space</li> </ul>	<ul style="list-style-type: none"> <li>Designated outdoor visiting space</li> </ul>
<b>Visitor self-attestation</b>	<ul style="list-style-type: none"> <li>Visitors must have No COVID-19 symptoms (Typical and atypical symptoms)</li> <li>Not have been exposed to COVID</li> <li>Not tested positive for COVID-19</li> <li>Tested negative for COVID-19 in the last 14 days before the visit</li> </ul>	<ul style="list-style-type: none"> <li>Visitors must have No COVID-19 symptoms (Typical and atypical symptoms)</li> <li>Not have been exposed to COVID</li> <li>Not tested positive for COVID-19</li> </ul>
<b>Visitor wearing mask</b>	Visitor must wear a surgical mask during the entire visit	Visitor must to wear a mask/face covering during the entire visit
<b>Physical distancing</b>	Visitor must maintain physical distancing (2 meters/6 feet) with staff and resident	Visitor must maintain physical distancing (2 meters/6 feet) with staff and resident
<b>Hand Hygiene</b>	Visitor, resident, and staff must maintain hand hygiene	Visitor, resident, and staff must maintain hand hygiene
<b>Active screening</b>	To be eligible for the visit, all visitors must pass an active screening including a temperature check on arrival	To be eligible for the visit, all visitors must pass an active screening including a temperature check on arrival

**Welcome to our home.**

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# How to handwash

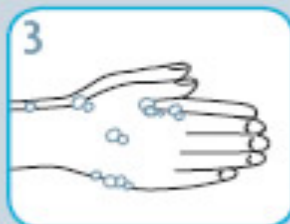
Lather hands for 15 seconds



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**



## 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