



**Yee Hong Centre
For Geriatric Care**

頤康中心

**Yee Hong Family and Visitor
Information**

Visiting Yee Hong LTC home during Pandemic

Yee Hong Centres

Finch

McNicoll

Markham

Mississauga

Temporary Enhanced Measures for general visits and Essential Caregivers

On December 14, 2021, the Ministry of Long-Term Care has announced temporary enhanced measures for all long-term care homes in light of the highly transmissible Omicron variant. These temporary enhanced and responsive measures are necessary to provide optimal safety and support to residents while balancing the mental and emotional well-being of residents and their families, and to safeguard the staff who are critical to the care of residents.

Enhanced measures for visitors and caregivers include (detailed summary of requirements can be found in the table below):

- Enhanced surveillance COVID-19 testing for all staff and anyone entering the home, regardless of vaccination status
- Vaccination requirements for general visitors and caregivers
- New visitor limits

In addition to the enhanced measures, all residents, staff and caregivers are strongly urged to receive a booster / third dose as they become eligible, as the latest available evidence shows that three doses of vaccine are more effective against the Omicron variant than two doses.

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">• Test all fully vaccinated staff, students, volunteers, and caregivers, at every other day. The test is good for 2 days/48 hours.• General visitors / support workers, regardless of vaccination status, require proof of negative test upon entry, taken the day of the visit, or on a previous day. Testing is also required for outdoor visits.• Testing not required for infants under one year of age.• Individuals who show proof of a confirmed COVID-19 infection in the past 30 days should not be re-tested except with the onset of symptoms or if they've travelled outside of Canada in the 14 days prior to entering a home*. <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>

Vaccinations	<ul style="list-style-type: none"> • Effective December 15 at 7pm: General visitors who are not fully vaccinated are NOT permitted to enter the long-term care home. • Outdoor visits still permitted (where feasible) for unvaccinated individuals. • Effective December 20: To gain entry to the home, caregivers must show proof of their first dose as of December 20th and by February 21, 2022 to show proof of all required doses. **Caregivers designated after December 14th are required to be fully vaccinated to gain entry to the home. <p><i>**Exception for those visiting residents receiving end of life care and those with valid proof of medical exemption – they are to be restricted to the residents’ rooms. Infants under the age of 1 are also permitted.</i></p>
Visitors (general and caregivers)	<ul style="list-style-type: none"> • Outdoor visits (where feasible): <ul style="list-style-type: none"> ○ Up to four people per resident at a time (includes caregivers). • Indoor visits: <ul style="list-style-type: none"> ○ Up to two people per resident at a time (includes caregivers). • Residents can designate a maximum of two caregivers (unless more than two caregivers were already designated prior to December 14th)

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:



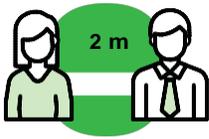
Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



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. However, we highly recommend avoiding visits during staff shift change to reduce line up at the screening and testing centre.

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, volunteers, essential caregivers, and visitors

- There will be posters to remind everyone of the practices in place for safe in-person visits
- Visitors must wear a mask during the entire visit while maintaining physical distance. Non-compliance to this measure may cause for your visitation's right to be suspended until another IPAC education is completed
- 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.
- Staff will remind/assist the resident with hand hygiene before and after each visit.

Appropriate eye protection requirements (for example, face shields or goggles) are part of an individual's PPE to protect themselves against other people's potentially infectious respiratory droplets. Eye protection is required for **all essential visitors** (including caregivers) when they are:

- providing care to residents who are self-isolating due to suspected or confirmed COVID-19 case
- providing direct care to residents within two metres in an outbreak area

In all other circumstances (for example, when providing care in non-outbreak settings or to residents in self-isolation), the use of eye protection based on the point-of-care risk assessment when within two metres of a resident(s).

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.

Fully immunized: A person is fully immunized against COVID-19

- they have received the full series of a COVID-19 vaccine or combination of COVID-19 vaccines approved by Health Canada (for example, two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series)
- they received their final dose of the COVID-19 vaccine at least 14 days ago

	Indoor visit	Outdoor visit
Home is on an outbreak	One Essential caregiver allowed at a time. No general visitor allowed	May not be allowed
Number of visitor per resident	Limit up to 2 visitors at a time	<ul style="list-style-type: none"> Limit up to 4 visitors at a time
Length of visit	<ul style="list-style-type: none"> A maximum of 60 minutes 	<ul style="list-style-type: none"> A maximum of 45 to 60 minutes (this is based on resident tolerance of the outdoor conditions)
Location of the visits	<ul style="list-style-type: none"> Resident room/designated room 	<ul style="list-style-type: none"> Designated outdoor visiting space
Visitor self-attestation and Active screening	<ul style="list-style-type: none"> Passed active screening 	<ul style="list-style-type: none"> Passed active screening
Visitor wearing mask and eye protection	Visitor must wear a medical mask and eye protection as needed during the entire visit	Visitor must to wear a medical mask during the entire visit No eye protection required
Hand Hygiene	Visitor, resident, and staff must maintain hand hygiene	Visitor, resident, and staff must maintain hand hygiene
COVID testing	Must have a negative COVID-19 rapid antigen test onsite (valid for 2 days)	Must have a negative COVID-19 rapid antigen test onsite (valid for 2 days)

Our home is currently free from COVID-19

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 for outdoor to ensure all residents have a chance to receive visitors.

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

[**Link to infection prevention and control education for visitors:**](#)

How to handwash

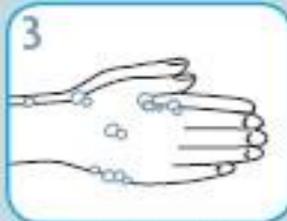
Lather hands for 15 seconds



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