



**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

Welcome to our home

Our home is currently open for general visits

At this time, outdoor visits are being reintroduced in the designated outdoor visiting area, and limited indoor visitation is permitted for residents with mobility limitations or certain health conditions (factors unrelated to weather) that make participating in an outdoor visit impossible.

Outdoor visits do not require a COVID-19 test. However, indoor visitors must have a negative COVID-19 rapid antigen test onsite before entering the resident unit. Both outdoor and indoor visitors must pass an active screening before they visit their loved ones.

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:



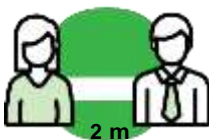
Clean your hands. When you arrive, clean your hands using hand sanitizer, rubbing thoroughly over all areas of your hands.



Wear a mask. You **MUST** 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. Children under the age of two are not required to wear a face mask.



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.



You **MUST maintain physical distance.** Unvaccinated or partially vaccinated residents and visitors must maintain physical distance except for a brief hug during the visit.



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

We thank you for your cooperation in limited scheduling 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 general visiting 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 visits, 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 visitors with an appropriate active screening and rapid testing.

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

How to prepare for your visit (outdoor visits)

- During this new phase of in person visits, each resident may have up to two general visitors and 2 essential visitors at a time. Children under the age of 2 do not count towards to the person limit.
- Schedule an outdoor visit in advance using Yee Hong online portal
- All visitors must undergo an active screening and pass the screening prior to the visit.
- Regardless of your vaccination status, you are not required to have a COVID-19 test prior to the visit
- All general visitors must wear a face mask or face covering at all times and practice proper hand hygiene; and maintain physical distancing for those who are not fully vaccinated. Residents must wear a face mask (if tolerated) during a general visit
- 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.

- Physical touch is allowed between fully vaccinated residents and caregivers/general visitors, provided appropriate IPAC measures, like masking and hand hygiene are in place
- Brief hugs are permitted between residents and caregivers/general visitors regardless of immunization status
- Limit the length of the visit to approximately 30 - 45 minutes, depending on residents tolerance to the outdoor conditions;
- The Yee Hong reserves the right to determine where visitation for general visitors will be conducted (e.g., specified indoor area, dedicated outdoor area).

How to prepare for your visit (indoor visits)

- Max of 1 caregiver per resident and max 1 general visitor per resident may visit indoors at a time (only where a resident has mobility limitations or health conditions (i.e., factors unrelated to weather) that make participating in an outdoor visit highly unlikely or impossible)
- Physical touch is allowed between fully vaccinated residents and caregivers/general visitors, provided appropriate IPAC measures, like masking and hand hygiene are in place.
- Brief hugs are permitted between residents and caregivers/general visitors regardless of immunization status.
- Unvaccinated or partially vaccinated general visitors must maintain physical distancing of 2 metres from residents at all times
- Residents should also be masked, if tolerated
- General visitors are permitted to visit residents provided the resident is not symptomatic or isolating under droplet and contact precautions or does not reside in an area of the home that is in an outbreak. This applies to both indoor and outdoor visits
- Children under the age of 2 do not count towards to the two person general visitor limit outdoors or the one person general visitor limit indoors

Please check with your home for the visitation days. There will be no visits on statutory holidays. Visitors must only visit the resident they are intending to visit and no other resident.

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. <https://www.yeehong.com/covid-19/visit-request-form/>
- 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 visitor/s
 - ii. Visitors phone number
 - iii. LTC home
 - iv. The name of the resident, room number and floor
- 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.

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)
- All visitors must complete & sign the visitor screening form upon arrival
- All visitors must pass screening, including temperature check upon arrival
- After an active screening at the entrance, all indoor visitors must be tested for rapid COVID-19 test. A negative result for rapid COVID-19 test is valid for 2 days.
- Visitors must wear a mask/face cover and are responsible for bringing their own face mask/face covering for all outdoor visits
- The home to provide a surgical mask for the indoor visit
- Visitors must perform hand hygiene prior to occupying the visiting space
- Visitors must agree to abide by the following principles during visit:
 - Number of visitors as above
 - No pets
 - No food or drink
 - Gift(s) or other items for the resident must go through the screener first for proper disinfection process

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

	Indoor visit	Outdoor visit
Home is on an outbreak	May not be allowed	May not be allowed
Number of visitor per resident	<ul style="list-style-type: none"> No more than one visitors at a time (for eligible residents) 	<ul style="list-style-type: none"> No more than two general visitors at a time No more than 2 essential visitors at a time Children under the age of 2 are excluded from the limit
Length of visit	<ul style="list-style-type: none"> A maximum of 60 minutes 	<ul style="list-style-type: none"> A maximum of 45 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"> Visitors must have No COVID-19 symptoms Not have been exposed to COVID No interprovincial/out of the country travel in the last 14 days No fever 	<ul style="list-style-type: none"> Visitors must have No COVID-19 symptoms No fever Not have been exposed to COVID No interprovincial/out of the country travel in the last 14 days positive for COVID-19
Visitor wearing mask	Visitor must wear a surgical mask during the entire visit	Visitor must to wear a mask/face covering during the entire visit
Physical distancing	<ul style="list-style-type: none"> Brief hugs are permitted between residents and caregivers/general visitors regardless of immunization status. Unvaccinated or partially vaccinated general visitors must maintain physical distancing of 2 metres from residents at all times 	<ul style="list-style-type: none"> Brief hugs are permitted between residents and caregivers/general visitors regardless of immunization status. Unvaccinated or partially vaccinated general visitors must maintain physical distancing of 2 metres from residents at all times
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)	No COVID-19 test required

Welcome to our home.

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, 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.



How to handwash

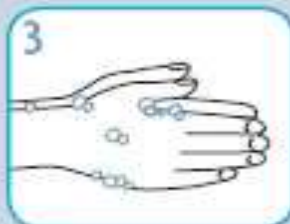
Lather hands for 15 seconds



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



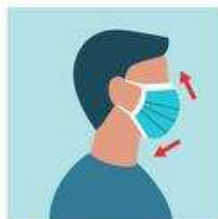
ENSURE THE PROPER
SIDE OF THE MASK
FACES OUTWARDS



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