



**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

Effective July 16<sup>th</sup>, 2021, there is no limit for number of visitors and essential caregivers as per the Ministry of Long-Term Care Directives. This is made possible due to the Province Step 3 of the re-opening phase. However, Yee Hong recommends up to 10 visitors at a time for outdoor visits and maximum of 4 visitors at a time for indoor visit per resident in order for the home to safely manage the visits and to allow proper physical distancing.

Outdoor visits do not require a COVID-19 test. However, partially or un-immunized 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 medical or non –medical mask 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 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.** 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. 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 receive more visitors 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. .

In the event of a home going on outbreak we may discontinue general visits (both outdoor and indoor visits) as per the advice of the local public health unit, and only allowing 1 essential caregiver visit at a time until the outbreak is declared over.

### **How to prepare for your visit (outdoor visits)**

- Schedule an outdoor visit in advance using Yee Hong online portal
- To accommodate 5 or more visitors at a time for a resident, you must schedule at least 1-2 weeks in advance for the home to make the appropriate seating arrangements.
- 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 medical mask or non-medical mask 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
- 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 45 to 60 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).

Please check with your home for the visitation days. There will be no outdoor visits on statutory holidays.

### **How to prepare for your visit (indoor visits)**

- Even though there are no limit to the number of visitors allowed per resident, Yee Hong recommends a maximum of 4 visitors per resident at a time for indoor visit to safely manage the visits and allowing appropriate physical distancing.
- 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

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.

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

- We will begin by scheduling visits one week at a time. Please follow link below to schedule an outdoor visit with your loved one. <https://www.yeehong.com/covid-19/visit-request-form/>
- All visitors must register online to schedule their outdoor visits for the following week
- To schedule the appointment the following information will be required

- i. Total number of visitors
  - ii. Name of each visitor
  - iii. Visitors phone number
  - iv. LTC home
  - v. 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
- For indoor visits, visitors will be actively screened at the entrance. Visitors will be asked for proof of COVID-19 immunization. You can download your vaccination receipt through <https://covid19.ontariohealth.ca/>. Those that are fully immunized with a full series of a COVID-19 vaccine, or a combination of vaccines, approved by the World Health Organization will not require a COVID-19 rapid test. Those who are partially immunized or unimmunized must be tested for rapid COVID-19 test at the start of their visit. A negative result for rapid COVID-19 test is valid for 2days.
- Children ages 2 and up are required to get COVID-19 rapid test. Parental consent is required for minors (individuals under 18)
- Visitors must wear a medical or non-medical mask and are responsible for bringing their own mask 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

Gift(s) or other items are to be cleaned and disinfected as necessary before bringing the item(s) to the resident. Food items are allowed.

### **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
- Our staff and volunteers will continue to support health and safety by ensuring 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 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.
- Staff will remind/assist the resident with hand hygiene before and after each visit.
- There will be hand hygiene stations at each visit area

Appropriate eye protection requirements (for example, face shields or eye goggles) are part of an individual's PPE to protect themselves against other people's potentially infectious respiratory droplets. As per [Directive #3](#) (PDF), 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 meters 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 meters 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.

## Welcome to our home.

### 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

<b>Requirements (indoor visits)</b>	<b>Fully Immunized</b>	<b>Partial/ unimmunized</b>	<b>Outbreak/ resident in isolation</b>
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<p><b>Essential Caregivers</b></p> <ul style="list-style-type: none"> <li>• Medical masks are required at all times</li> <li>• Active screening</li> <li>• Eye protection as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Medical masks are required at all times</li> <li>• Active screening</li> <li>• Eye protection as needed</li> <li>• No need for rapid testing for indoor visits</li> <li>• May have physical contact, including for non-care related reasons with fully immunized resident.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical masks are required at all times</li> <li>• Eye protection as needed</li> <li>• Active screening</li> <li>• Require negative rapid test result within 48 hours for indoor visits</li> <li>• Physical distancing 2m required when not providing direct care, however brief hugs are permitted.</li> </ul>	<ul style="list-style-type: none"> <li>• Regardless of vaccination status, an essential caregiver may support in resident's room/isolation room (1 per visit)</li> <li>• Eye Protection is mandated</li> <li>• Follow outbreak measures as instructed by the home</li> </ul>
<p><b>General Visitor</b></p> <ul style="list-style-type: none"> <li>• Medical masks are required at all times for indoor visits and medical/non-medical mask is required for outdoor visits</li> <li>• Active screening</li> <li>• Eye protection as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Medical masks are required at all times</li> <li>• Active screening</li> <li>• Eye protection as needed</li> <li>• No need for rapid testing for indoor visits</li> <li>• Close contact with fully immunized resident is allowed.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical masks are required at all times</li> <li>• Active screening</li> <li>• Require negative rapid test result within 48 hours for indoor visits</li> <li>• Eye protection as needed</li> <li>• Physical distancing of 2 m required, however brief</li> </ul>	<ul style="list-style-type: none"> <li>• Not permitted until outbreak is over</li> </ul>



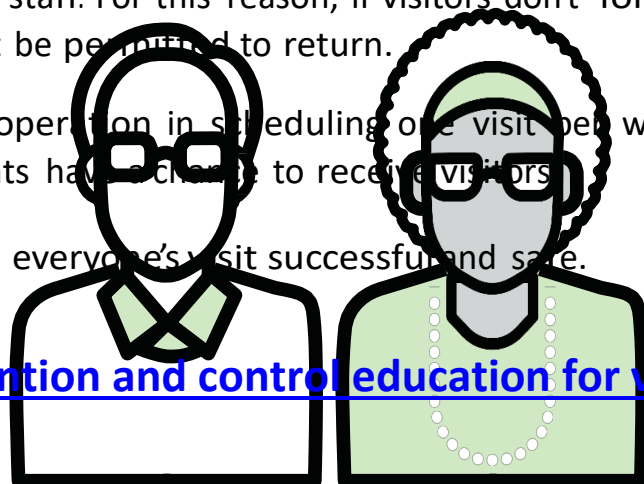
	<b>Indoor visit</b>	<b>Outdoor visit</b>	
<b>Home is on an outbreak</b>	<ul style="list-style-type: none"> <li>• One Essential caregiver allowed at a time.</li> <li>• No general visitor allowed</li> </ul>	<ul style="list-style-type: none"> <li>• May not be allowed</li> </ul>	
<b>Number of visitor per resident</b>	<ul style="list-style-type: none"> <li>• No limit, but recommends 4 visitors at a time to manage social distancing and safety</li> </ul>	<ul style="list-style-type: none"> <li>• No limit but recommends up to 10</li> </ul>	
<b>Length of visit</b>	<ul style="list-style-type: none"> <li>• A maximum of 60 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• A maximum of 45 to 60 minutes (this is based on resident tolerance of the outdoor conditions)</li> </ul>	
<b>Location of the visits</b>	<ul style="list-style-type: none"> <li>• Resident room/designated room</li> </ul>	<ul style="list-style-type: none"> <li>• Designated outdoor visiting space</li> </ul>	
<b>Visitor self-attestation and Active screening</b>	<ul style="list-style-type: none"> <li>• Passed active screening</li> </ul>	<ul style="list-style-type: none"> <li>• Passed active screening</li> </ul>	
<b>Visitor wearing mask and eye protection</b>	<ul style="list-style-type: none"> <li>• Visitor must wear a medical mask and eye protection during the entire visit</li> <li>• Not required unless the resident is isolating</li> </ul>	<ul style="list-style-type: none"> <li>• Visitor must to wear a medical or non-medical mask during the entire visit</li> <li>• No eye protection required</li> </ul>	
<b>Hand Hygiene</b>	<ul style="list-style-type: none"> <li>• Visitor, resident, and staff must maintain hand hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Visitor, resident, and staff must maintain hand hygiene</li> </ul>	
<b>COVID testing</b>	<ul style="list-style-type: none"> <li>• Must have a negative COVID-19 rapid antigen test onsite if the visitor is unimmunized or partially immunized(valid for 3 days)</li> </ul>	<ul style="list-style-type: none"> <li>• No COVID-19 test required</li> </ul>	
		hugs are permitted.	

# 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:](#)

Ontario 

# How to handwash

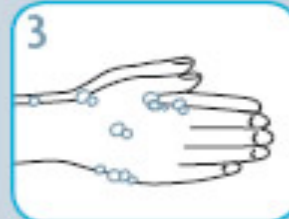
Lather hands for 15 seconds



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

MEDICINE AND HEALTHCARE