



# **Yee Hong Family and Visitor Information**

## **Visiting Yee Hong LTC home during Pandemic**

### **Yee Hong Centres**

Finch

McNicoll

Markham

Mississauga

## Yee Hong's Visitor policy will reflect the following guiding principles:

- **Safety** – any approach to visiting must balance the health and safety needs of residents, staff and visitors, and ensure risks are mitigated
- **Emotional Well-being** – welcoming visitors is intended to support the mental and emotional well-being of residents by reducing any potential negative impacts related to social isolation
- **Equitable Access** – all residents must be given equitable access to receive visitors, consistent with their preferences and within reasonable restrictions that safeguard residents
- **Flexibility** – the physical and infrastructure characteristics of the home, its workforce or human resources availability, whether the home is in an outbreak and the current status of the home with respect to personal protective equipment (PPE) are all variables to consider when setting home-specific policies
- **Equality** – residents have the right to choose their visitors. In addition, residents or their substitute decision-makers, as applicable, have the authority to designate caregivers

## General Visits and Essential Caregivers

Ontario has gradually eased public health and workplace safety measures including removing mask mandate for public areas and transits. However, masking continues to be required for everyone visiting and working in long-term care homes to protect our vulnerable seniors.

The health and safety of our seniors and staff also continue to be Yee Hong's top priority. Staff, students, volunteers, caregivers, support workers, general visitors, and residents all have the responsibility to follow the home's safety measures for the health and safety of everyone.

Important notes on the Visitor policy:

- All general visitors are welcome. All visitors will be screened for signs and symptoms and tested for COVID-19
- Staff, students, volunteers, visitors, and caregivers must wear a medical mask for the entire duration of their shift or visit regardless of immunization status (including in the resident's room).
- 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 have resumed.
- In case where a resident resides in an area of the home in outbreak, only one essential caregiver may visit at a time.

Although Yee Hong is no longer imposing mandatory vaccination for staff, students, volunteers, support workers, caregivers, and general visitors, 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.

## Types of Visitors

**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 or assistance to a resident (for example, eating, bathing and dressing) and/or providing social and emotional support. Caregivers are the only type of visitors allowed to come when there is an outbreak in the home.

Other types of essential visitors:

- People visiting very ill or palliative residents who are receiving end-of-life care for compassionate reasons, hospice services, etc.
- Government inspectors with statutory right to enter long-term care home to carry out their duties
- Support workers visiting a home to provide support to the critical operations of the home or to provide essential services to residents

**General visitors** are individuals who are not essential visitor and are visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents.

Those not considered visitors:

- Long-term care home staff
- Volunteers
- Student placements

## Infection Prevention and Control (IPAC) Practices

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

Area	Summary Requirements
Surveillance Testing	<ul style="list-style-type: none"> <li>• 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.</li> <li>• All general visitors and caregivers entering the home must meet one of the following prior to entry:               <ul style="list-style-type: none"> <li>○ Receive a negative test result from a Rapid Antigen test at the home. The test is good for 48 hours.</li> <li>○ Show proof of a confirmed COVID-19 infection (molecular test, e.g. PCR test) in the past <b>90</b> days should not be re-tested except with the onset of symptoms.</li> </ul> </li> <li>• Please remain in the waiting area and maintain physical distancing while waiting for your result.</li> <li>• Conduct frequent hand hygiene.</li> </ul> <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>
Visitors (general visitors and caregivers)	<ul style="list-style-type: none"> <li>• Outdoor visits (where feasible):               <ul style="list-style-type: none"> <li>○ Pre-schedule is required to ensure visiting station is available</li> <li>○ Proper physical distancing between other groups of families visiting must be maintained throughout the visit.</li> <li>○ If tolerated, residents are encouraged to wear a mask during the visit.</li> </ul> </li> <li>• Indoor visits:               <ul style="list-style-type: none"> <li>○ Up to 4 visitors (including caregivers) per resident at a time.</li> <li>○ If more than 2 visitors are expected to visit a resident at one time, check with the home’s visiting procedure first.</li> </ul> </li> </ul> <p>When a home is under suspected or confirmed COVID-19 outbreak, general visitors may not be permitted and only one essential caregiver may be allowed to visit the resident at a time following the local public health direction.</p>
Masking	<ul style="list-style-type: none"> <li>• All visitors <b>must</b> wear the mask provided by the home and <b>must</b> wear it for the entire visit regardless of immunization status (including in the resident’s room).</li> <li>• Taking off the mask to eat with the resident is <b>NOT</b> permitted.</li> <li>• Masks are not required outdoors. However, outdoor masking is still recommended and encouraged where tolerated as an added layer of protection when in close proximity to others.</li> <li>• Eye protection is available for visitors.</li> </ul>

<p>Enhanced IPAC Measures</p>	<ul style="list-style-type: none"><li>• Prior to visiting, please review the home’s infection prevention and control measures including proper use of personal protective equipment (PPE), masking and hand hygiene. Here are the links:<ul style="list-style-type: none"><li>○ COVID-19 IPAC fundamentals training <a href="https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals">https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals</a></li><li>○ Putting on full PPE <a href="https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-On">https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-On</a></li><li>○ Taking off full PPE <a href="https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-Off">https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-Off</a></li><li>○ Wearing an N95 mask <a href="https://www.youtube.com/watch?v=ikrpLxt5oCA">https://www.youtube.com/watch?v=ikrpLxt5oCA</a></li><li>○ How to hand wash <a href="https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-Handwash">https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-Handwash</a></li><li>○ How to hand rub <a href="https://www.publichealthontario.ca/en/Videos/I/2020/IPAC-Handrub">https://www.publichealthontario.ca/en/Videos/I/2020/IPAC-Handrub</a></li></ul></li></ul>
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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.

September 2022

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 at 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:**

Up to Date COVID-19 Vaccine means a person has received all recommended doses, including any booster dose(s) when eligible. Refer to "Quick Reference: COVID-19 Immunization Series and Recommended Intervals for Individuals 6 Months of Age and Older". Also see link to Health Canada's website for a list of COVID-19 vaccine authorized by Health Canada: <https://www.canada.ca/en/health-canada/services/drugs-health-products/covid19-industry/drugs-vaccines-treatments/vaccines.html>

## Quick Reference: COVID-19 Immunization Series and Recommended Intervals for Individuals 6 Months of Age and Older

### Table 2: Recommended and Minimum Intervals for COVID-19 Vaccination

Age	Recommended Intervals <sup>3</sup>	Minimum Intervals <sup>4</sup>
6 months to under 5 years (Moderna)	<p><b>Primary Series</b></p> <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> dose, 2 months (56 days) after 1<sup>st</sup> dose</li> </ul> <p><b>Booster Doses</b> - not eligible</p>	<p><b>Primary Series</b></p> <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> dose, 28 days after 1<sup>st</sup> dose</li> </ul> <p><b>Booster Doses</b> - not eligible</p>
5 years and older (Pfizer) or 6 years and older (Moderna)	<p><b>Primary Series</b></p> <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> dose, 2 months (56 days) after 1<sup>st</sup> dose</li> </ul> <p><b>Booster Doses:</b> 6 months (168 days) after last dose (Pfizer only)</p>	<p><b>Primary Series</b></p> <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> dose, 19 days (Pfizer-BioNTech) or 21 days (Moderna) after 1<sup>st</sup> dose</li> </ul> <p><b>Booster Doses:</b> 3 months (84 days) after last dose</p>
Moderately or severely immuno-compromised individuals ≥6 months of age	<p><b>Primary Series</b></p> <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> dose, 2 months (56 days) after 1<sup>st</sup> dose</li> <li>• 3<sup>rd</sup> dose, 2 months (56 days) after 2<sup>nd</sup> dose</li> </ul> <p><b>Booster Doses</b></p> <ul style="list-style-type: none"> <li>• (≤4 years old) – not eligible</li> <li>• (≥5 years old) – 6 months (168 days) after last dose</li> </ul>	<p><b>Primary Series</b></p> <ul style="list-style-type: none"> <li>• 2<sup>nd</sup> dose, <ul style="list-style-type: none"> <li>○ 6 months to 5 years: 28 days (Moderna) after 1<sup>st</sup> dose</li> <li>○ 6 years and over: 19 days (Pfizer-BioNTech) or 21 days (Moderna) after 1<sup>st</sup> dose</li> </ul> </li> <li>• 3<sup>rd</sup> dose, 28 days after 2<sup>nd</sup> dose</li> </ul> <p><b>Booster Doses</b></p> <ul style="list-style-type: none"> <li>• (≤4 years old) – not eligible</li> <li>• (≥5 years old) – 3 months (84 days) after last dose</li> </ul>

# 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



# 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](mailto:ipac@oahpp.ca) or visit [www.publichealthontario.ca/en/health-topics/infection-prevention-control/clinical-office-practice](http://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