

Sept 2025



Yee Hong Family and Visitor Information

Visiting Yee Hong LTC Homes

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 eased public health and workplace safety measures including removing the mask mandate for public areas and transit systems.

Ensuring the health and safety of our seniors, families, and staff remains Yee Hong's foremost priority. In light of the current trends in respiratory illnesses across Ontario, Yee Hong has reinstated the mandatory masking policy. This measure is crucial in mitigating the risk of infection and safeguarding our community during the upcoming respiratory and flu season.

Effective September 29, 2025, all individuals entering resident units and client care areas will be required to wear a mask approved by the facility. In addition, in the event of an outbreak, the use of N95 masks may be mandated in specific units as directed by the local Public Health Unit.

Staff, students, volunteers, caregivers, support workers, general visitors, and residents all have the responsibility to keep our homes and residents safe.

Important notes on the Visitor policy:

- All general visitors are welcome. All visitors should self-screen for any signs and symptoms of respiratory and enteric illness before and during their visits. Visitors are asked NOT to come into the home if they are not feeling well or exhibit infectious symptoms even if they have tested negative for COVID-19 exceptions may apply to residents at end-of-life care.
- Limit of up to 4 visitors (including caregivers) in the resident's room at a time for proper distancing.
- Visitors expecting more than 4 people, family/caregiver can pre-arrange with the home to ensure a designated room is available for the visit to safely take place.
 - There is no time limitation for visits for groups of 4 or less. For the designated room for more than 4 visitors, there is a limit of 60 minutes in order to accommodate others for their visits.
- In the case where a resident resides in an area of the home in suspect or confirmed outbreak, up to 2 essential caregivers may visit at a time and wear a mask (medical or N95) will be required as per the home's instruction. Allowance of general visitors will be in accordance to Public Health

Although Yee Hong is not imposing mandatory vaccination for staff, students, volunteers, support workers, caregivers, and general visitors, we highly encourage everyone to stay up to date with all their vaccinations to protect themselves and those around them.

Types of Visitors

Essential Caregivers are a type of essential visitor who visits the home to provide direct care to meet the essential needs of a particular resident. Essential 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. Essential 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 visitors 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 Screening and Testing	<ul style="list-style-type: none"> • Conduct self-screening for any signs and symptoms of respiratory and enteric illness (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. • During suspect/ confirmed outbreaks, the staff and visitors working/ visiting on the affected unit(s) may be required to conduct active screening as per the local Public Health's direction. • Conduct frequent hand hygiene. <p><i>*Rapid Testing can also be considered if there is exposure to a confirmed case of COVID-19 and is experiencing respiratory symptoms, 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"> • Outdoor visits (where feasible): <ul style="list-style-type: none"> ○ Proper physical distancing between other groups of families is recommended throughout the visit. • Indoor visits: <ul style="list-style-type: none"> ○ Limit of up to 4 visitors in resident's room for distancing.

	<ul style="list-style-type: none"> ○ If more than 4 visitors are expected to visit a resident at one time, check with the home's visiting procedure first. <p>When a home is under suspected or confirmed respiratory outbreak, two essential caregivers will be allowed to visit the resident. Masks will be required on an outbreak unit. Allowance for general visitors will be in accordance to local Public Health.</p>
Masking	<ul style="list-style-type: none"> ● All visitors must wear the mask provided by the home when visiting residential units and must remain wearing it for the entire visit including in the resident's room regardless of immunization status ● Taking off the mask to eat when alone with the resident in the room or on the residential units/ client care areas is not permitted.
Enhanced IPAC Measures	<ul style="list-style-type: none"> ● 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"> ○ Yee Hong Infection Prevention and Control information https://www.yeehong.com/infection-prevention-and-control/ ○ Putting on full PPE https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-On ○ Taking off full PPE https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-FullPPE-Off ○ Wearing an N95 mask https://www.youtube.com/watch?v=ikrpLxt5oCA ○ How to hand wash https://www.publichealthontario.ca/en/Videos/I/2021/IPAC-Handwash ○ How to hand rub https://www.publichealthontario.ca/en/Videos/I/2020/IPAC-Handrub ○ Point of Care Risk Assessment https://www.youtube.com/watch?v=xqFcawlmn-8

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 as instructed by the home



Refrain from visiting if you are experiencing any infectious symptoms.



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 enjoyable and safe.

All visitors must only visit the resident they are intending to visit and no other resident. No scheduling is required unless there will be more than 4 visitors visiting at one time indoors.

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.

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 visitor guidelines 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 visitation may be discontinued.

How to handwash

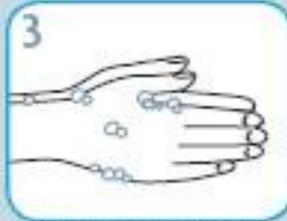
Lather hands for 15 seconds



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



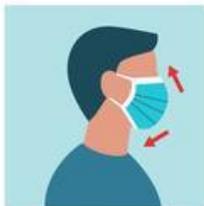
ENSURE THE PROPER SIDE OF THE MASK FACES OUTWARDS



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 or visit www.publichealthontario.ca/en/health-topics/infection-prevention-control/clinical-office-practice.

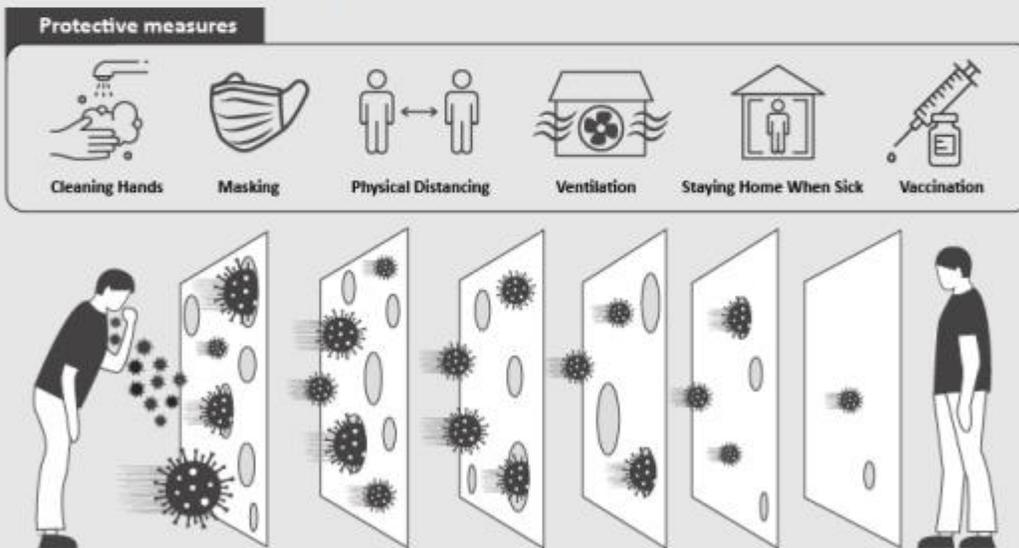
This is an excerpt from Infection Prevention and Control for Clinical Office Practice

How to Protect Yourself and Others from Respiratory Viruses

Ways respiratory viruses are spread

- Respiratory viruses spread primarily at short range via respiratory particles through inhalation or contact with the eyes, nose and mouth (i.e., mucous membranes).
- Transmission can also occur over longer distances by respiratory particles under some circumstances. For example, the risk is higher in crowded indoor spaces with poor ventilation.
- Respiratory particles can also land on surfaces or objects. They can then contaminate your hands and then your hands transfer viruses to your eyes, nose and mouth.

Use multiple layers of protection to reduce your risk of respiratory illness for yourself and others



Adapted from: Rockefeller Foundation. Layers of protection against covid-19 - the "Swiss cheese" model [video recording on the Internet]. New York, NY: Rockefeller Foundation; 2021 [cited 2024 Jan 26]. 1:15 min. Available from: <https://www.youtube.com/watch?v=ou88lei-52k>

Clean hands and practice respiratory etiquette

- Clean your hands frequently with alcohol-based hand sanitizer or soap and water.
- Cover your coughs and sneezes with a tissue or your sleeve. Dispose of the tissue and clean your hands.

Masking to protect yourself and others

- Wearing a well-fitted medical mask can help protect yourself and others from getting a respiratory infection. This is especially important when you are ill, indoors and around others.
- Change masks if visibly soiled, damp or damaged.
- Clean your hands before and after touching a mask.
- Ensure the wearer can put on and take off their mask on their own.
- Children under two years of age should not wear masks.

Physical distancing

- Keep space between yourself and others, when possible, to help reduce the spread of illness.

Spend time outdoors or in well-ventilated indoor spaces

- Ensure your ventilation system is in good working order. If you don't have a ventilation system, open windows to increase fresh air flow, if possible.
- When possible, reduce time spent in indoor crowded spaces, especially if poorly ventilated.

Stay home when sick

- Stay home when you are sick. For example, if you have a fever, new or increased cough, or vomiting and/or diarrhea.

Get vaccinated

- Being vaccinated against COVID-19 and influenza helps to protect you from severe disease, including hospitalization and death.
- Remember to get all vaccines that are recommended based on your age and health status, which may include vaccines for influenza, COVID-19 and respiratory syncytial virus (RSV).

The information in this document is current as of March 2024.