



**Yee Hong Centre
For Geriatric Care**

頤康中心

Resuming visitation in Long Term Care

**Yee Hong Family and Visitor
Information**

Yee Hong Centres

Finch

McNicoll

Markham

Mississauga

Welcome to our home

Our home is currently free from COVID-19

For the safety of residents and staff, only outdoor visits are allowed at this time in the designated outdoor visiting area. Before you can visit, you **MUST** have COVID-19 test and provide proof of a negative result within the last two weeks and answer a series of screening questions.

For the protection of our residents and staff, please follow these directions during your visit today. If at any time a guest fails to follow these rules, 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 the outdoor visits. Our staff will show you how to put it on, if needed. You must continue to wear your mask at all times during the visit.



You MUST stay in the designated outdoor areas. To beat COVID-19 we need to follow public health advice. Please help our staff by keeping to designated visiting areas and please note that **washrooms will NOT be available** to guests during these visits



2 m

You MUST maintain physical distance. We know, this will be Hard, but for everyone's safety, avoid physical contact during your visit and do your best to stay two meters (6 feet) apart at all times (barriers will be in place to assist with this).



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

Welcome Back to Our families!!

Thank you for your patience while we have been working to implement ministry guidelines for visitors 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 launching our return to in-person physical distance 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 visits for visitors with a negative COVID-19 test within the last two weeks.

In the event of a home going on outbreak we will discontinue in-person visits, and only provide virtual visiting until the outbreak is declared over.

How to prepare for your visit

We will begin Phase 1 of in person visits to the Yee Hong LTC homes by scheduling 30-minute, outdoor visits with your loved ones.

- Visitor must have a COVID-19 test within 14 days of the visit date and the result must be negative. Visitors must provide evidence to Yee Hong staff confirming having a recent **(within 14 days)** negative covid-19 test. The home cannot provide the testing for you.
- The total number of scheduled visits will be arranged based on available staffing and outdoor space capacity. The home must ensure that all individuals maintain a physical distance of 2 meters for the safety of residents, staff and visitors.
- Yee Hong may prioritize visits to meet the resident needs such as those with worsening clinical and emotional conditions.
- There will be designated visitor areas for each home in the garden/courtyard, and the staff will help you identify the designated visit area

- Visitors with possible exposure or with typical or atypical symptoms must **NOT** visit in person, and should get tested again at an Ontario COVID-19 assessment centre to rule out COVID-19.
- Please check with your home for the visitation days. There will be no visits on statutory holidays.

How to schedule your visit?

- We will begin by scheduling visits one week at a time. Please [click here to schedule an outdoor visit](#) with your loved one.
- All visitors must register online to schedule their visits for the following week
- To schedule the appointment the following information will be required
 - i. Your Name
 - ii. Your phone number
 - iii. The name of the resident, room number and floor
 - iv. Confirmation that you have a negative COVID-19 test result within 14 days of the scheduled visit
- We will email/call you back to confirm your outdoor visit and provide you with the additional information you will need (including a visitor screening form that must be signed and filled out prior to your visit)
- Since the visits are outdoors, they 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.
- For residents with limited mobility (bed-bound) or who exhibit responsive behaviors that may not be safe for participation in the outdoor visits, we will continue to facilitate virtual visits.

On the day of the visit

- Visitors are to access the outdoor visiting area without entering the home, please follow the signs to the Outdoor Visiting Area entrance.
- The outdoor visiting area will be set up to ensure physical distancing and safety (Sun shades for residents will be provided. Please bring a hat or umbrella for your protection)

- Visitor must show a copy of the COVID-19 test that was completed within 14 days of the visit date and the result **must be negative**
- Visitors must complete & sign the visitor screening form upon arrival
- Visitor must pass screening, including temperature check upon arrival
- Visitors must wear a mask/face cover and are responsible for bringing their own face mask/face covering for all outside visits
- The home cannot supply the masks as they are reserved strictly for internal use by our staff in caring for residents. Visitors without a mask/face cover may not be allowed visit and the visit will be rescheduled
- Visitors must perform hand hygiene prior to occupying the visiting space
- Visitors will **NOT** be permitted to enter the home to use the washrooms
- Visitors must agree to abide by the following principles during visit:
 - One visitor only
 - No pets
 - No food or drink
 - No gifting items/dropping off items to the resident (this must go through the screener to follow the regular disinfection process)
 - No children who need supervision may visit

We know it will be extremely hard not to want to embrace physically with your loved one. We ask that you do not hug or touch the resident (6 feet physical distancing must be maintained throughout the visit). **Failure to do so may result in your loved one being placed in isolation for 14 days.**

Infection Prevention and Control measures

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, and Hand hygiene for residents, staff and visitors.

- There will be posters to remind everyone of the practices in place for safe outdoor 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 benches/chairs.

- Staff will use appropriate Infection Prevention Practices to clean and disinfectant visiting area after each visit. A cleaning checklist to be maintained.
- Visitors must wear a mask during the entire outdoor 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 go to <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 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 discontinue the visitation.

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

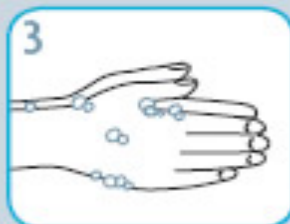
Lather hands for 15 seconds



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