

Sept 2024



# **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 16, 2024, 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 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 although exceptions may apply to residents at end-of-life care.
- Up to 4 visitors (including caregivers) are permitted in the resident's room at a time.
- Visitors expecting more than 4 people, family/caregiver will need to 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.
- Outdoor visits will resume (as weather permits).
- 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

**Caregivers** are a type of essential visitor who visits 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 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"> <li>• 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.</li> <li>• During suspect/ confirmed outbreaks, the staff and visitors working/ visiting on the affected unit(s) may be required to conduct active screening and/ or rapid testing or as per the local Public Health’s direction.</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>○ Proper physical distancing between other groups of families is recommended throughout the visit.</li> </ul> </li> <li>• Indoor visits:                             <ul style="list-style-type: none"> <li>○ Allow up to 4 visitors in resident’s room.</li> <li>○ If more than 4 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 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>
<p>Masking</p>	<ul style="list-style-type: none"> <li>• All visitors <b>must</b> wear the mask provided by the home when visiting residential units and <b>must</b> remain wearing it for the entire visit including in the resident’s room regardless of immunization status</li> <li>• Taking off the mask to eat when <b>alone</b> with the resident is not 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>•</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> <li>○ Point of Care Risk Assessment <a href="https://www.youtube.com/watch?v=xqFcawlmn-8">https://www.youtube.com/watch?v=xqFcawlmn-8</a></li> </ul> </li> </ul>

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 during suspect or confirmed outbreak or at management's discretion.**



**Do NOT visit 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. The visiting hours are from 8am to 8pm, 7 days a week. 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. Please visit [www.yeehong.com/infection-prevention-and-control/](http://www.yeehong.com/infection-prevention-and-control/)

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 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.

# How to handwash

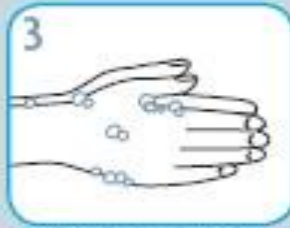
Lather hands for 15 seconds



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