



PARK VIEW RETIREMENT HOME

COVID-19 Information Package for Visitors

Visitor restrictions are based on [Directive #3](#) issued by the Chief Medical Officer of Health (CMOH), the [Reopening Ontario, \(A Flexible Response to COVID-19\) Act, 2020](#), and the Ministry for Seniors and Accessibility (MSAA) [Retirement Homes Policy to Implement Directive #3](#).

Compliance with Policy

All visitors should review the Information Package for Visitors prior to their visit and comply with the policy. Additionally, all visitors are expected to abide by the health and safety practices contained in Directive #3 as outlined in this policy as a condition of entry into Park View. Recommended public health measures, as well as all applicable laws, must be practiced at all times regardless of **whether or not** an individual has **received a COVID-19 vaccine**. Failure to comply with Park View's visiting policies may result in the discontinuation of visit(s) when risk of harm from continual non-compliance is considered too high. Refusal of entry will be assessed on a case-by-case basis by management/ Designate.

Management will verbally notify the visitor and resident of the non-compliance and more education will be provided. The incident will be documented. Any subsequent non-compliance will result in a written notification to the visitor and the resident. The visitor will be told to leave by management and the incident documented. The visitor will be allowed back if they can demonstrate that the non-compliance will not be repeated. Instances of non-compliance may include but are not limited to, continual inappropriate use of PPE despite education/demonstration, non-adherence to physical distancing requirements, use of prohibited spaces within Park View, and not recognizing group size limits.

Limiting Movement in Park View

All visitors have a crucial role to play in reducing risk of infection for the safety of residents and staff by adhering to requirements outlined in this policy, including screening. All visitors will be screened at the beginning of their visit before they are allowed to enter Park View. Visitors will not be permitted access if they do not pass screening, unless an exception applies as noted in this policy (e.g. first responders, visitors for palliative residents, if resident care cannot be maintained as assessed by Park View).

The number of visitors per resident are set out in Park View's visiting policy. The local public health unit (PHU) may advise further restrictions on visitors in part or all of Park View depending on the specific situation. Visitors must abide by any restrictions imposed by a PHU. Residents who are self-isolating under Droplet and Contact Precautions may only receive Essential Visitors (e.g., residents may not receive General Visitors or Personal Care Service Providers).

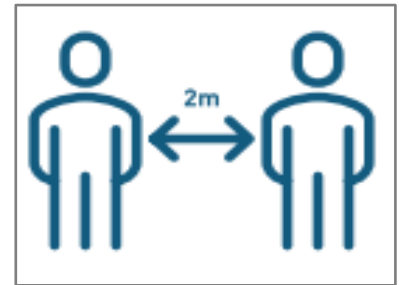
Complaints Process

Should a visitor have a complaint about the administration of Park View's visiting policy, they may contact the Director of Care by phone at 519-752-1714 and/or email (info@parkviewbrantford.com) and the complaint will be responded to in a timely manner. If your concern is not resolved to your satisfaction with Park View's management, visitors may contact the Retirement Homes Regulatory Authority (RHRA) by email (info@rhra.ca) and/or phone (1-855-275-7472).

A copy of the [Retirement Homes Policy to Implement Directive #3](#) (July 14, 2021) is available upon request.

Physical Distancing

Physical distancing means keeping your distance from one another and limiting activities outside the home. When outside your home, it means **staying at least 2 metres (or 6 feet) away** from other people whenever possible. Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.



Physical distancing also means making changes in your everyday routines to minimize close contact with others, including:

- Avoiding crowded places and non-essential gatherings
- Avoiding common greetings, such as handshakes or hugging
- Limiting contact with people at higher risk (e.g., older adults and those in poor health)

Dedicated areas for indoor and outdoor visits have been arranged to support physical distancing between residents and visitors. Indoor visits are limited to residents' rooms and the Solarium, if it is available. Fully immunized visitors may join a resident at mealtime in our Bistro. Outdoor visits are limited to the patio and the parking lot benches. Physical distancing (a minimum of 2 metres or 6 feet) must be practiced at all times by all individuals at all times, except for the purposes of providing direct care to a resident(s) or brief physical contact when hugging.

All visitors must comply with Park View's protocols on physical distancing as per the CMOH Directive #3.



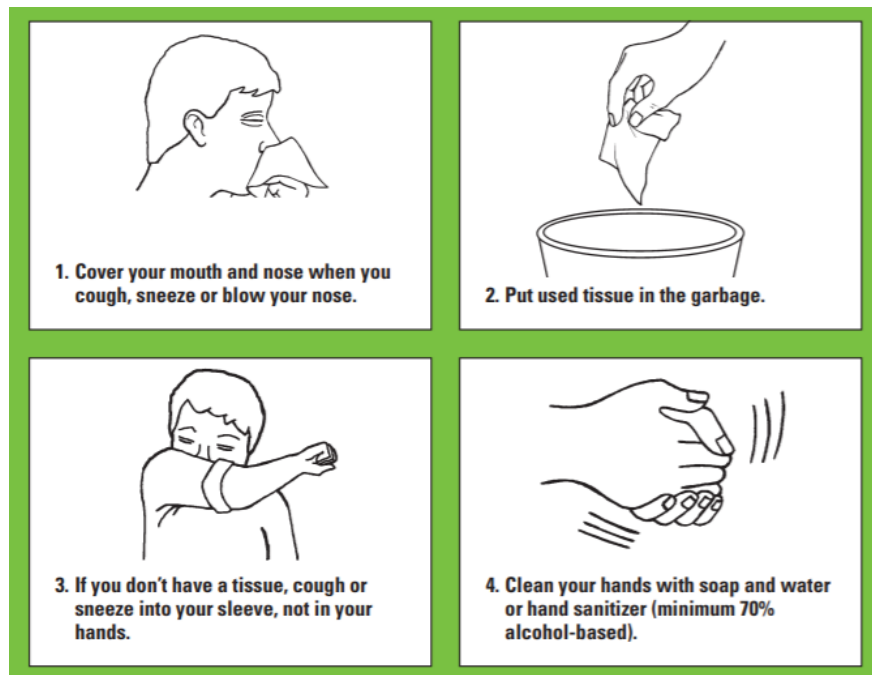
Read more about physical distancing [here](#)
(Source: Public Health Ontario)

Respiratory Etiquette

It is important to help reduce the spread of illnesses by using proper respiratory etiquette. This means that instead of covering your mouth with your hands when coughing or sneezing, use your sleeve or a tissue. This reduces the number of germs on your hands, though it is still important to wash your hands after coughing or sneezing.

Respiratory etiquette must be practiced by all visitors during all visits on Park View property to reduce the risk of COVID-19 transmission.

Following these steps is important:



Read more about respiratory etiquette [here](#) (Source: Public Health Ontario)

Hand Hygiene

Hand hygiene is a general term referring to any action of hand cleaning and is a fundamental component of infection prevention and control. Touching your eyes, nose or mouth without cleaning your hands or sneezing or coughing into your hands may provide an opportunity for germs to get into your body. Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others.

- **Handwashing** with soap and running water, as opposed to using hand sanitizer, must be done when hands are visibly soiled. Hand hygiene with soap and water – done correctly – removes organisms.
- **Hand sanitizers** with 70-90% alcohol may be used when your hands are not visibly dirty. Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.

All visitors must perform hand hygiene prior to beginning each visit with a resident and if at any time their hands become soiled during the visit. Wash or sanitize your hands at the end of the visit as well.

Follow these steps:

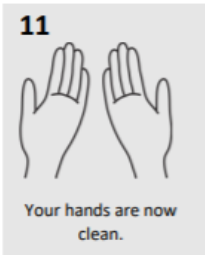
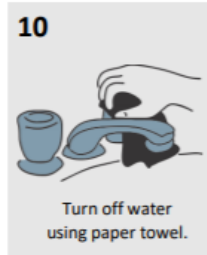
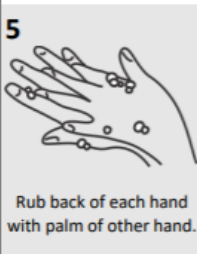
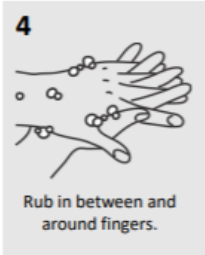
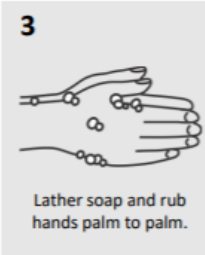
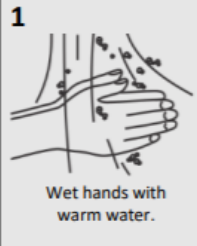
How to wash your hands



Wash hands for at least 15 seconds

Video: [How to Hand Wash](#)

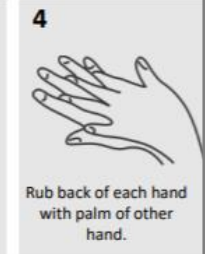
Read more about hand hygiene [here](#)
(Source: Public Health Ontario)



How to use hand sanitizer



Rub hands for at least 15 seconds



Infection Prevention and Control (IPAC) Practices

Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to residents, staff and visitors.

All visitors must follow Park View's infection and prevention control protocols (IPAC), including proper use of masks.

IPAC practices include:

1. Hand hygiene program
2. Screening and surveillance of infections
3. Environmental cleaning procedures that reflect best infection control practices
4. Use of personal protective equipment
5. Outbreak detection and management
6. Additional precautions specified to prevent the spread of infection
7. Ongoing education on infection control

Park View Retirement Home has the following specific COVID-19 procedures in place:

1. All visitors are required to sanitize their hands upon entry into the retirement home; there are sanitizer dispensers at all entrances; on each floor at the entrance to the elevator; as well as in other high traffic areas. Staff, visitors and residents are encouraged to wash their hands often, and use hand sanitizer when hand washing is not possible. Education is provided on the proper method of washing hands.
2. Visitors are required to complete a self-screening questionnaire upon entrance into the retirement home. **(EXHIBIT B)**
3. Staff are also required to complete a self-screening questionnaire at the beginning of each shift.
4. Residents' health is screened on an ongoing basis, and their temperature is taken daily.

Read more about best practices for infection prevention and control [here](#) (Source: Public Health Ontario)

Use of Personal Protective Equipment (PPE)

Using, applying, and removing PPE correctly is critical to reducing the risk of transmission of COVID-19.

All visitors must comply with Park View's protocols for PPE, include proper donning and doffing of PPE and following instructions on use provided by Park View.

Essential Visitors:

- Support Workers are responsible for bringing their own PPE to comply with requirements for Essential Visitors as outlined in Directive #3. Retirement homes may provide access to PPE to Essential Caregivers if they are unable to acquire PPE independently (medical masks, face shields, any additional PPE for Droplet Contact Precautions).
- Essential Visitors:
 1. Must use a medical mask while in Park View, including while visiting a resident who does not have, or is not suspected to have COVID-19 in their room (the resident should also wear a mask, if tolerated).
 2. Must wear appropriate eye protection (e.g., goggles or face shield) when providing care to residents with suspected/confirmed COVID-19 and in the provision of direct care within 2 metres of residents in an outbreak area. In all other circumstances, the use of eye protection is based on the point-of-care risk assessment when within 2 metres of a resident(s).
 3. Who are health care workers providing direct care or in contact with a resident who is suspected or confirmed with COVID-19 must wear appropriate PPE in accordance with Directive #5.
- Park View may reinforce appropriate use of PPE for Essential Visitors as outlined in Directive #5. Essential Visitors must attest to having received training on proper use of PPE.
- Park View will intervene and reinforce appropriate use of PPE if improper practices are alleged or observed. Essential Visitors **must** follow staff reminders and coaching on proper use of PPE.

General Visitors and Personal Care Service Providers:

- Must wear either a medical mask for indoor visits or a non-medical mask for outdoor visits and are responsible for bringing their own mask.
- May be asked to attest to having read the documents and watched the videos on PPE required as part of the safety review.
- Park View will intervene and reinforce appropriate uses of PPE if improper practices are alleged or observed.
- Must follow staff reminders and coaching on proper use of PPE.

Public Health Ontario:

[Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)

Videos:

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

[Taking off Mask and Eye Protection](#)

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 2 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



World Health Organization

Source: World Health Organization ([Non-Medical Fabric Mask](#)) *Poster modified to 2 metres

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 2 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·win



Source: World Health Organization ([Medical Mask](#)) *Poster modified to 2 metres

Appendix B – Visitor Screening Questionnaire

COVID-19 Screening Declaration		
DATE _____	TIME _____	
NAME _____ Company _____		
PHONE # _____		
PURPOSE OF VISIT/RESIDENT VISITED		
Do you have a new onset, or worsening, of any ONE of the following symptoms that you cannot attribute to another health condition?	YES	NO
● cough		
● sore throat		
● hoarse voice		
● chills		
● shortness of breath/breathing difficulties		
● loss of taste or smell		
● vomiting or diarrhea for more than 24 hours		
If "yes" to any one of the above, DO NOT ENTER		
Do you have a new onset, or worsening, of any TWO of the following symptoms that you cannot attribute to another health condition?	YES	NO
● runny nose		
● muscle aches		
● fatigue		
● headache		
● skin rash of unknown cause		
● nausea or loss of appetite		
If "yes" to any two of the above, DO NOT ENTER		
Exposure History	YES	NO
Have you had close contact with anyone with respiratory illness or a confirmed or probable case of COVID-19?		
Have you travelled outside of Canada or been in close contact with anyone who has travelled outside of Canada in the last 14 days?		
If "yes" to any one of the above, DO NOT ENTER		



Signature _____