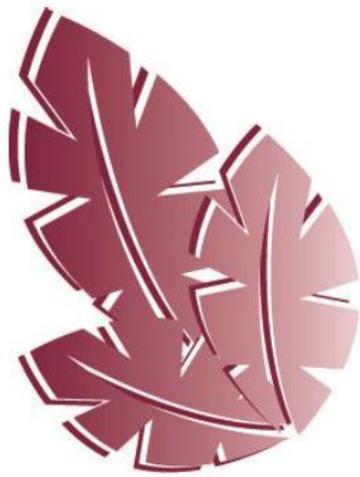


2022 INFECTION CONTROL & PREVENTION

COVID-19 VISITORS INFORMATION PACKAGE



Greenwood Court

A Division of

Tri-County Mennonite Homes

Making Every Day Matter

Message

This course book is intended to provide the necessary training for COVID-19 Infection Prevention and Control measures to ensure the safety of our residents, families, staff and communities.

All visitors must adhere to the requirements set out in this policy to ensure the health and safety of all residents, staff and visitors, and all for the continuity of visits that support the mental, physical and spiritual needs of residents for their quality of life while also supporting residents in receiving the care they need and maintaining their emotional well-being.

This policy complies with the current ministry requirements per Directive #3 (December 24, 2021). Any non-adherence to the rules set out in the visitor policy could be the basis for the discontinuation of visits.

We wish to give you the necessary tools and knowledge to assist with the prevention and spread of COVID-19 while providing you the opportunity to be in the home with your loved one during their time of need. Families and caregivers are essential to the physical, emotional, social and spiritual well-being of our residents.

It is our commitment that Greenwood Court will do our part to keep family caregivers and residents engaged and involved as partners in care while maintaining the health and safety for all our residents and our team members.

If you have any questions or concerns, contact a member of the Leadership Team.

Greenwood Court has a responsibility to ensure residents receive visitors safely to help protect against the risk of COVID-19. This policy balances mitigating measures to protect the health and safety of residents, staff and visitors, with the physical, mental, emotional, and spiritual needs of residents for their quality of life and in consideration of the mental health and emotional well-being of residents and their loved ones. All visitors must comply with the requirements set out in this policy.

Layers of protection against COVID-19

SARS-CoV-2, the virus which causes COVID-19, primarily spreads from one person to another when an infected person breathes, talks, coughs, or sneezes and releases respiratory emissions of different sized virus-laden particles into the air. There is not one specific measure that will prevent SARS-CoV-2 transmission. However, the use of multiple layers of prevention provides the best protection, especially when persons cannot avoid closed spaces, crowded places, and close contact.

Omicron variant of concern

Currently, Ontario is experiencing a rising number of COVID-19 cases and the proportion of cases that are due to the Omicron variant is rapidly increasing. Public Health Ontario has noted that the risk of severe disease, reinfection, and breakthrough infection related to Omicron in Ontario is moderate with a high degree of uncertainty. The overall risk assessment may change as new evidence emerges.

Up-to-date information and evidence regarding variants of concern can be found on Public Health Ontario's website.

COVID-19 Vaccination

The goal of the provincial COVID-19 immunization program is to protect Ontarians from COVID-19. Vaccines minimize the risk of severe outcomes, including hospitalizations and death, due to COVID-19, and may help reduce the number of new cases.

All vaccines provided as part of Ontario's vaccine rollout are **safe and effective**. Vaccines provide high levels of protection against hospitalization and death from COVID-19.

Guiding Principles

In addition to the requirements established in the Long Term Care Homes Act, 2007 Retirement Homes Act, 2010 and O. Reg 166/11, the Reopening Ontario Act, 2020, and Directive #3, this policy is guided by the following principles:

Safety: Any approach to visiting, absences, and activities must balance the health and safety needs of residents, staff, and visitors, and ensure risks of infection are mitigated.

Mental Health and Emotional Well-being: Allowing visitors, and activities is intended to support the overall physical, 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 and participate in activities consistent with their preferences and within restrictions that safeguard residents, staff and visitors.

Flexibility: The physical characteristics /infrastructure of the home, its staffing availability, whether the home is in outbreak or in an area of widespread community transmission, and the current status of the home with respect to infection prevention and control (IPAC) including personal protective equipment (PPE) are all variables to take into account when administering home-specific policies for visiting, absences, and activities.

Autonomy: Residents have the right to choose their visitors. Residents also have the right to designate their caregivers. If a resident is unable to do so, substitute decision-maker(s) may designate caregivers.

Visitor Responsibility: Visitors have a crucial role to play in reducing the risk of infection for the safety of residents and staff by adhering to visitor policy requirements related to screening, IPAC and PPE and any precautions described in this policy.

Immunization: Allowances for absences and activities reflect both the high rates of COVID-19 immunization as well as the protective effect that immunizations have had on the number of COVID-19 cases and outbreaks in retirement homes. This update reflects the evidence available so far across Canada and abroad and is subject to change as the knowledge of COVID-19 vaccines evolves.

As per Directive 3, each resident is able to designate two essential caregivers per resident that may visit at this time.

All essential caregivers must provide proof of two doses of COVID-19 vaccination, with the last dose received 14 days prior to the visit, and as of January 3, 2022, proof of vaccination must include a QR code that can be verified at the home at the time of visit.

KNOW THE FACTS

ABOUT CORONAVIRUS DISEASE (COVID-19)

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

Symptoms of human coronaviruses may be very mild or more serious, such as:



FEVER



COUGH



DIFFICULTY BREATHING

Symptoms may take up to 14 days to appear after exposure to the virus.

Coronaviruses are most commonly spread from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

The best way to prevent the spread of infections is to:

- ▶ wash your hands often with soap and water for at least 20 seconds;
- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands;
- ▶ avoid close contact with people who are sick;
- ▶ cough and sneeze into your sleeve and not your hands; and
- ▶ stay home if you are sick to avoid spreading illness to others.

For more information on coronavirus:

1-833-784-4397

canada.ca/coronavirus

phac.info.aspc@canada.ca



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

Personal Protective Equipment (PPE)

Isolation PPE Sequence:

DON PPE from Top to Bottom:

1. Gown
2. Mask
3. Goggles
4. Gloves

DOFF PPE in

1. Gloves
2. Goggles
3. Gown
4. Mask

Use only Articles required for each Isolation level.

❖ CONTACT

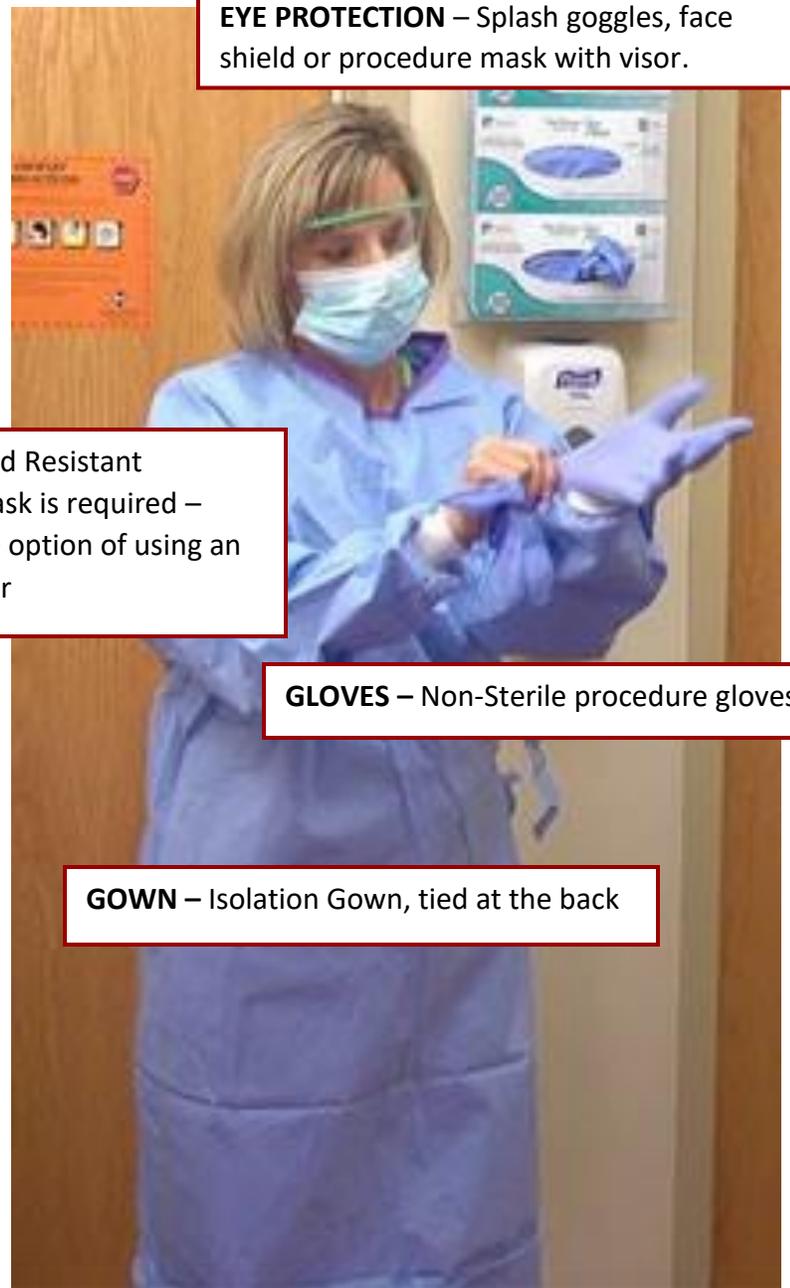
- Gown and Gloves

❖ DROPLET

- Mask, Gown, Gloves & Goggles

❖ AIRBORNE

- Gown, Gloves & Respirator



EYE PROTECTION – Splash goggles, face shield or procedure mask with visor.

MASK – A fluid Resistant Procedure mask is required – staff have the option of using an N95 respirator

GLOVES – Non-Sterile procedure gloves

GOWN – Isolation Gown, tied at the back

HOW TO APPLY A MASK

1



ALWAYS WASH YOUR HANDS WITH HAND SANTIZIER OR SOAP AND WATER BEFORE PUTTING ON AND REMOVING A MASK.

2



MAKE SURE THE MASK IS COMPLETELY COVERING YOUR NOSE, MOUTH, AND CHIN, WITH THE COLOURED SIDE FACING OUT.

3



PINCH THE MASK AT THE BRIDGE OF YOUR OF YOUR NOSE TO KEEP IT SECURE.

4



TO REMOVE A USED MASK, HOLD ONLY THE EAR LOOPS AND LIFT AWAY FROM YOUR FACE.

5



CHANGE AND DISPOSE OF YOUR MASK IF IT BECOMES SOLIED OR WET.

6



WASH YOUR HANDS WITH HAND SANTIZIER OR SOAP AND WATER AFTER DISPOSING THE USED MASK IN A DESIGNATED PPE TRASH CAN.

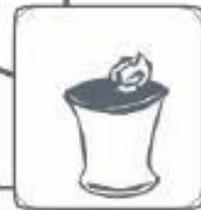
Cover Your Cough

Stop the spread of germs that make you and others sick!



Cough or sneeze into your sleeve, NOT your hands

or



Cover your mouth and nose with a tissue and put your used tissue in the waste basket

Clean your hands after coughing or sneezing



or



Wash your hands with soap and warm water for 20 seconds. If soap and water are not available use an alcohol-based hand rub.



You may be asked to put on a face mask to protect others.

Coronavirus Disease 2019 (COVID-19)

Physical Distancing

What is physical distancing?

- Physical distancing means keeping our 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.



Staying connected from home

- Work from home, if possible.
- Stay in touch with friends and family through phone, instant messaging or video chat.
- Host virtual playdates or take your children on a virtual museum tour.
- Spend time reading, playing board games and watching movies.
- Support neighbours who may feel anxious or isolated at this time by connecting virtually or at a distance.



If you must leave your home

- Travel to the grocery store, pharmacy and bank only when essential and limit the frequency.
- Use delivery services where possible. When picking up food or a prescription, call ahead so it is ready when you arrive. Use tap to pay, if possible.
- Greet neighbours and friends with a smile, wave, bow or nod.
- If you are working, discuss any concerns about physical distancing with your employer or supervisor.
- Travel by car, bike or walk, where possible. If you need to take public transit, try to travel during non-peak hours and take shorter trips.
- Limit the number of people on an elevator.
- Exercise at home or outdoors, but not with a group.
- Go for an on-leash walk with your pet or take your child for a neighbourhood walk, while maintaining distance from other people.
- Always clean hands with alcohol-based hand sanitizer, or soap and water when you return home.

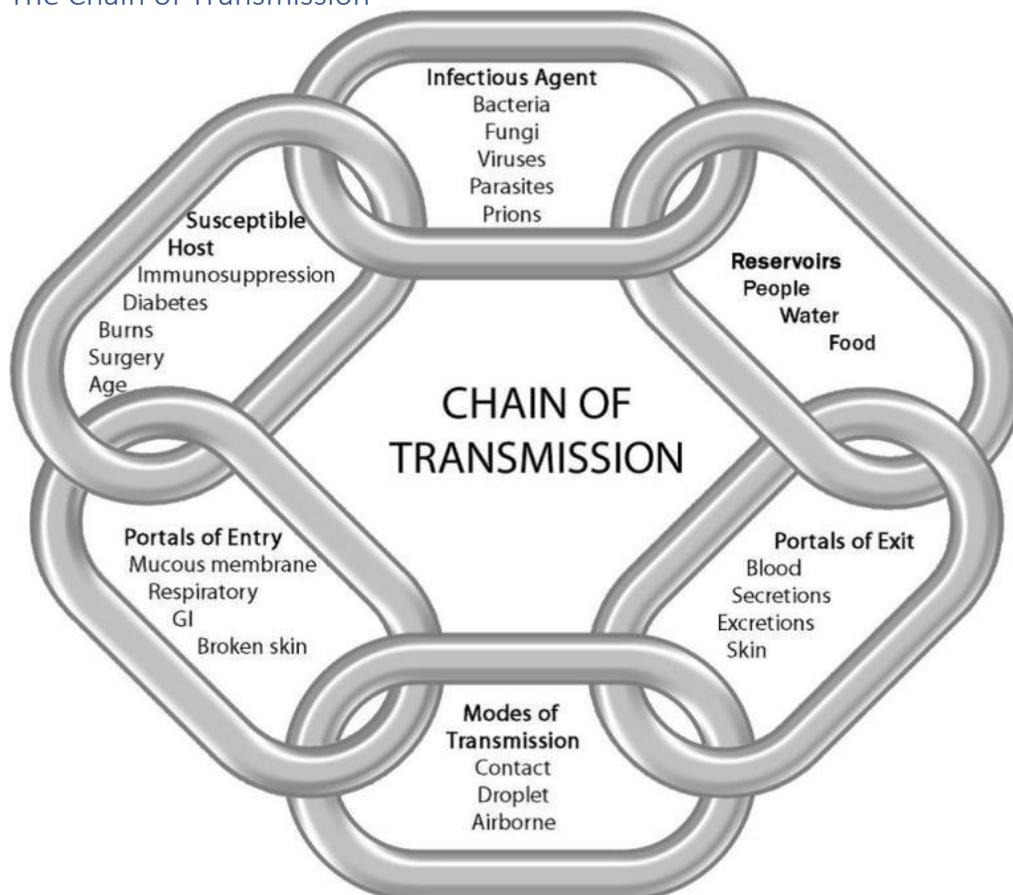
Infection Prevention

Chain of Transmission

The chain of transmission of microorganisms and subsequent infection within the care community may be likened to a “chain”, with each link in the chain representing a factor related to the spread of microorganisms. Transmission does not take place unless all six of the elements in the chain of transmission are present (see Figure 1). By eliminating any of the six links, or “breaking the chain”, the transmission does not occur (see Figure 2).

Transmission occurs when the agent in the reservoir exits the reservoir through a portal of exit, travels via a mode of transmission and gains entry through a portal of entry to a susceptible host.

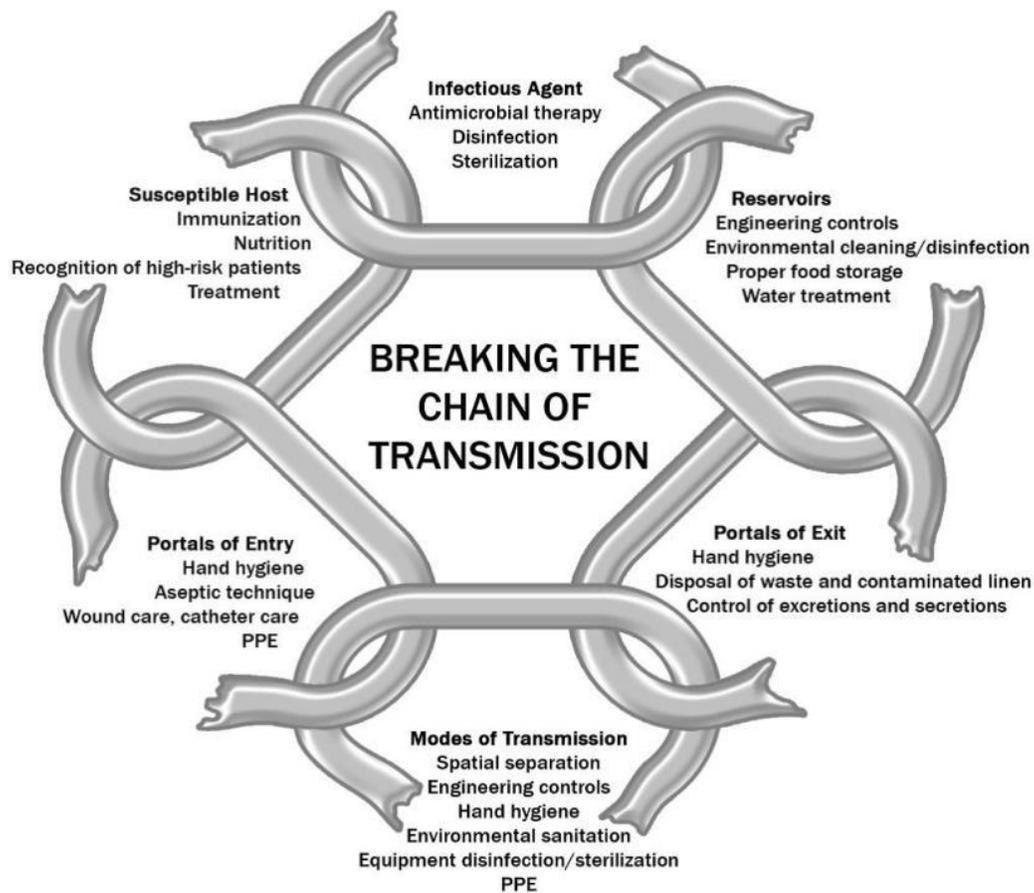
Figure 1: The Chain of Transmission



Transmission may be interrupted when:

- The agent is eliminated or inactivated or cannot exit the reservoir
- Portals of exit are eliminated through safe practices
- Transmission between objects or people does not occur due to barriers and/or safe practices
- Portals of entry are protected; and/or
- Hosts are not susceptible

Figure 2: Breaking the Chain of Transmission



Hand Hygiene

Hand Washing

Hand washing with soap and running water must be performed when hands are visibly soiled. Antimicrobial soap may be considered for use. If running water is not available, use moistened towelettes to remove visible soil, followed by the use of an alcohol-based hand rub.

Bar soaps are not acceptable in public settings. Hands must be lathered for at least 20 seconds during the hand washing procedure.

REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.

1
Wet hands with warm water

2
Apply soap

3
For at least 20 seconds, make sure to wash:

4
Rinse well

5
Dry hands well with paper towel

6
Turn off tap using paper towel

palm and back of each hand

between fingers

under nails

thumbs

1-833-784-4397

@ canada.ca/coronavirus



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

Alcohol-based Hand Rub (ABHR)

Alcohol-based hand rub is the preferred method for decontaminating hands when hands are not visibly soiled.

Alcohol – based hand rubs:

1. Apply 1-2 pumps of product to palms of dry hands (1.5 mL), or a drop about the size of a nickel
2. Rub hands together vigorously, palm to palm.
3. Rub in between fingers and around fingers.
4. Rub back of each hand with the palm of the other.
5. Rub fingertip of each hand in opposite palm; rub each thumb clasped in opposite hand
6. Rub hands until product is dry. Do not use paper towels.
7. Once dry, your hands are safe.

Advantages of ABHR

- Contain a variety of acceptable alcohols in concentrations from 60-90%, 70-90% is preferred for healthcare settings.
- Less time-consuming than washing with soap and water
- Active against all bacterial and most clinically important viruses and fungi
- Rapid kill of most transient microorganisms
- Spreads quickly across the skin
- Evaporates quickly
- Leaves an emollient on the hands that prevents drying and cracking
- No sink necessary

Procedure

All Staff/Volunteers/Visitors will practice hand hygiene:

- Before starting/entering work area and before leaving work area
- Before and after performing a procedure or task involving close resident contact
- Before administering medication by any route

- Before handling/consuming food or drink – including during nourishment passes and when serving resident meals
- Before and after all breaks and eating and drinking
- Between tasks and procedures on the same resident to prevent cross-contaminations of different body sites.
- After removing any personal protective equipment
- After contact with body substances or specimens, contaminated or soiled items (laundry, waste, equipment)
- After using the washroom/toilet
- After sneezing, coughing, or blowing nose
- After touching hair, face etc
- After smoking cigarettes
- Whenever hands become visibly soiled with dirt, blood, or other organic material

• Wash resident's hands before and after eating, after toileting, when hands are soiled, after touching therapy and visiting animals, and after activities involving touching and eating.

CORONAVIRUS DISEASE (COVID-19) CLEANING AND DISINFECTING PUBLIC SPACES

This document provides guidance on cleaning and disinfecting of public settings, including schools, universities, public libraries, museums, public transit, communal residences and workplaces.



WHAT YOU SHOULD KNOW

- ▶ Surfaces frequently touched with hands are most likely to be contaminated. These include doorknobs, handrails, elevator buttons, light switches, cabinet handles, faucet handles, tables, countertops and electronics.
- ▶ It is not yet known how long the virus causing COVID-19 lives on surfaces, however, early evidence suggests it can live on objects and surfaces from a few hours to days.

CHOOSE A PRODUCT THAT CLEANS AND DISINFECTS

- ▶ When cleaning public spaces, choose products that clean and disinfect all at once (e.g. premixed store-bought disinfectant cleaning solutions and/or wipes when available).
 - **Cleaning products** remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

- **Disinfecting products** kill germs on surfaces using chemicals.

- ▶ Use only **approved hard-surface disinfectants** that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.

CREATE A CLEANING PROCEDURE

- ▶ Operators of community settings should develop or review protocols and procedures for cleaning public spaces. This will help determine where improvements or additional cleaning may be needed.
- ▶ Read and follow manufacturer's instructions for safe use of cleaning and disinfection products (e.g. wear gloves, use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used).
- ▶ Wash hands with soap and water or use alcohol-based hand sanitizer after removing gloves.



- ▶ Use damp cleaning methods such as damp clean cloths, and/or a wet mop. Do not dust or sweep which can distribute virus droplets into the air.
- ▶ Contaminated disposable cleaning items (e.g. mop heads, cloths) should be placed in a lined garbage bin before disposing of them with regular waste. Reusable cleaning items can be washed using regular laundry soap and hot water (60-90°C). Clean and disinfect surfaces that people touch often
- ▶ In addition to routine cleaning, surfaces that are frequently touched with hands should be cleaned and disinfected more often, as well as when visibly dirty.
- ▶ Shared spaces such as kitchens and bathrooms should also be cleaned more often.

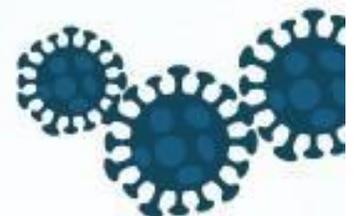


**WE CAN ALL DO OUR
PART IN PREVENTING
THE SPREAD OF
COVID-19. FOR MORE
INFORMATION, VISIT**

Canada.ca/coronavirus

or contact

1-833-784-4397



Prior to visiting any resident for the first time after this policy is released, and at least once a month thereafter.

For Caregivers/General Visitors/Personal Care Service Providers:

The caregiver, general visitor/personal care service providers verbally attests that they have:

- 1) Read/Re-read the following documents;
- 2) The homes' visitor policy – **APPENDIX A**
- 3) Public Health Ontario's document entitled – Recommended steps: Putting on Personal Protective Equipment (PPE) – **APPENDIX B**
- 4) Public Health Ontario's document entitled – Recommended Steps: Taking Off Personal Protective Equipment (PPE) – **APPENDIX C**
- 5) Public Health Ontario's document entitled – Coronavirus Disease 2019 (COVID-19) – How to Wash Your Hands – **APPENDIX D**
- 6) Public Health Ontario's document entitled - Coronavirus Disease 2019 (COVID-19) – How to Use Hand Sanitizer – **APPENDIX E**

DECLARATION – COMPLETION OF INFECTION PREVENTION & CONTROL EDUCATION 2022

Note – Visitor Requirements Identified Herein:

As part of the Greenwood Court policy on visits during COVID-19, all visitors will be provided with the information package, including education on all required protocols. All visitors must review the contents of the information package prior to their visit, and all visitors must agree to comply with the home’s policy and procedures. Visitors will be asked to attest they have completed the education as part of the screening upon arrival at the home.

I have read and reviewed this booklet. Yes / No

I acknowledge reading the Greenwood Court Visiting Policy and am aware that it may change according to Ministry or Public Health Directives. Yes / No

I have read Recommended Steps: Putting on Personal Protective Equipment (PPE) Yes / No

I have read Recommended Steps: Taking off Personal Protective Equipment (PPE) Yes / No

I have read Coronavirus Disease 2019 (COVID-19) – How to Wash Your Hands Yes / No

I have read Coronavirus Disease 2019 (COVID-19) – How to use hand sanitizer Yes / No

Print Name

Signature

Name of Resident Visiting

Date



APPENDIX A

Visitor's Policy

Recommended Steps: Putting On Personal Protective Equipment (PPE)

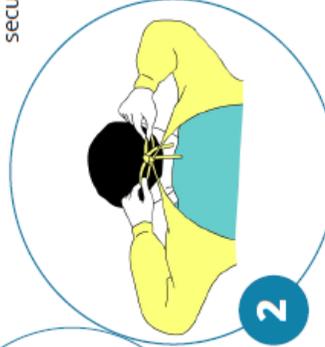
1. Perform Hand Hygiene



1

2. Put on Gown

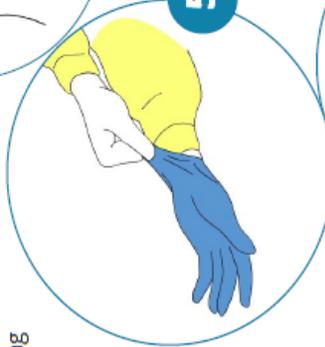
- Tie neck and waist ties securely



2

5. Put on Gloves

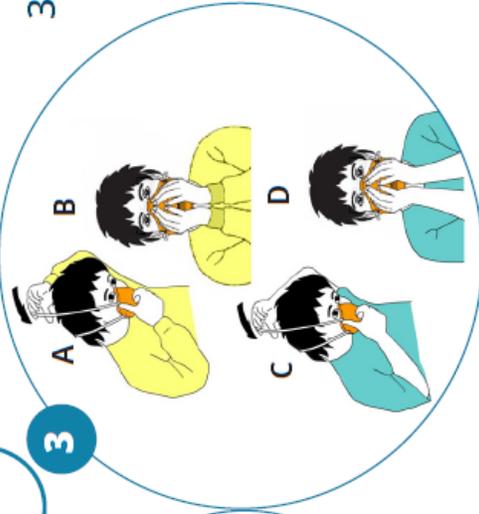
- Put on gloves, taking care not to tear or puncture glove
- If a gown is worn, the glove fits over the gown's cuff



5

3. Put on Mask/N95 Respirator

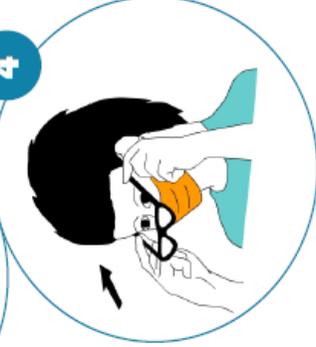
- Place mask over nose and under chin
- Secure ties, loops or straps
- Mould metal piece to your nose bridge
- For respirators, perform a seal-check



3

4. Put on Protective Eyewear

- Put on eye protection and adjust to fit
- Face shield should fit over brow



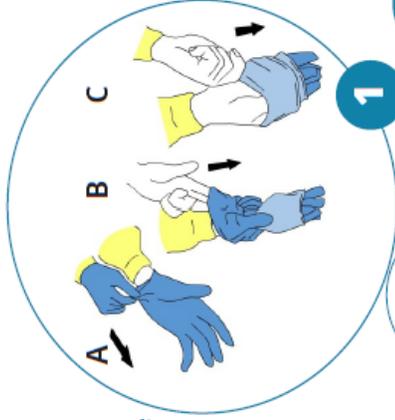
4

For more information, please contact Public Health Ontario's Infection Prevention and Control Department at ipac@oahpp.ca or visit www.publichealthontario.ca.

Recommended Steps: Taking Off Personal Protective Equipment (PPE)

1. Remove Gloves

- Remove gloves using a glove-to-glove / skin-to-skin technique
- Grasp outside edge near the wrist and peel away, rolling the glove inside-out
- Reach under the second glove and peel away
- Discard immediately into waste receptacle



1



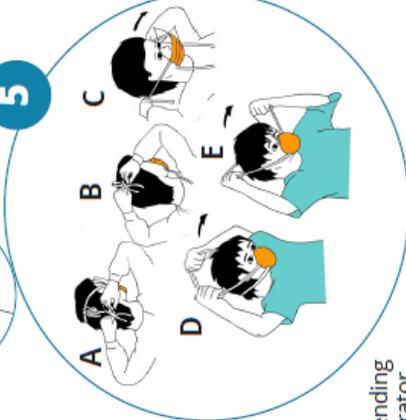
6. Perform Hand Hygiene



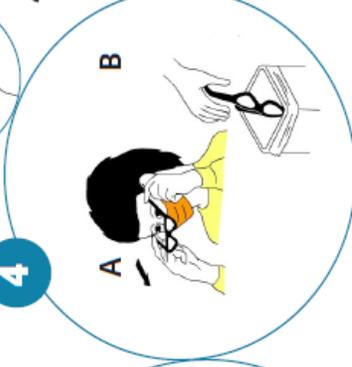
3. Perform Hand Hygiene

5. Remove Mask/ N95 Respirator

- Ties/ear loops/straps are considered 'clean' and may be touched with hands
- The front of the mask/respirator is considered to be contaminated
- Untie bottom tie then top tie, or grasp straps or ear loops
- Pull forward off the head, bending forward to allow mask/respirator to fall away from the face
- Discard immediately into waste receptacle

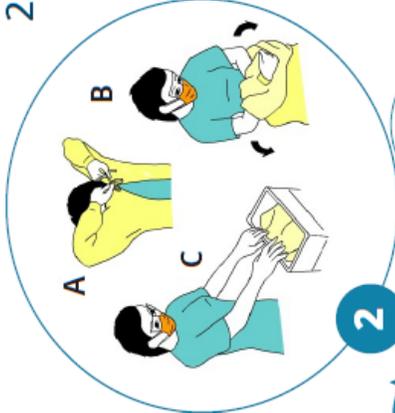


5



4. Remove Eye Protection

- Arms of goggles and headband of face shields are considered to be 'clean' and may be touched with the hands
- The front of goggles/face shield is considered to be contaminated
- Remove eye protection by handling ear loops, sides or back only
- Discard into waste receptacle or into appropriate container to be sent for reprocessing
- Personally-owned eyewear may be cleaned by the individual after each use



2. Remove Gown

- Remove gown in a manner that prevents contamination of clothing or skin
- Starting with waist ties, then neck ties, pull the gown forward from the neck ties and roll it so that the contaminated outside of the gown is to the inside. Roll off the arms into a bundle, then discarded immediately in a manner that minimizes air disturbance.

This is an excerpt from Routine Practices and Additional Precautions In All Health Care Settings (Appendix L) and was reformatted for ease of use.

Coronavirus Disease 2019 (COVID-19)

How to wash your hands



Wash hands for at least 15 seconds

<p>1</p> <p>Wet hands with warm water.</p>	<p>2</p> <p>Apply soap.</p>	<p>3</p> <p>Lather soap and rub hands palm to palm.</p>	<p>4</p> <p>Rub in between and around fingers.</p>
<p>5</p> <p>Rub back of each hand with palm of other hand.</p>	<p>6</p> <p>Rub fingertips of each hand in opposite palm.</p>	<p>7</p> <p>Rub each thumb clasped in opposite hand.</p>	<p>8</p> <p>Rinse thoroughly under running water.</p>
<p>9</p> <p>Pat hands dry with paper towel.</p>	<p>10</p> <p>Turn off water using paper towel.</p>	<p>11</p> <p>Your hands are now clean.</p>	

APPENDIX E

How to use hand sanitizer

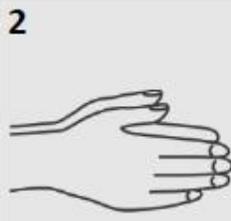


Rub hands for
at least 15 seconds



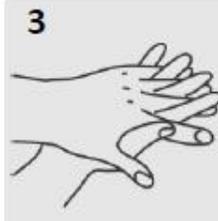
1

Apply 1 to 2 pumps of product to palms of dry hands.



2

Rub hands together, palm to palm.



3

Rub in between and around fingers.



4

Rub back of each hand with palm of other hand.



5

Rub fingertips of each hand in opposite palm.



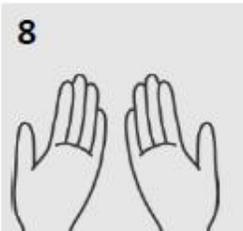
6

Rub each thumb clapsed in opposite hand.



7

Rub hands until product is dry. Do not use paper towels.



8

Once dry, your hands are clean.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for hand hygiene in all health care settings [Internet]. 4th ed. Toronto, ON: Queen's Printer for Ontario; 2014. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-hand-hygiene.pdf?la=en>

The information in this document is current as of March 16, 2020.

©Queen's Printer for Ontario, 2020

