



*Sunshine Centre*  
*Visitor Information Package*

*Last edited: April 12, 2021*

# *Sunshine Centre Visitor Information Package*

## *Overview*

Our visitor procedure is based on the principles of safety, emotional well-being, equitable access, and flexibility. It is with compassion that we recognize the need for residents' connection with loved ones, and it is through in-person visits that this can best be achieved.

This package is guided by current provincial requirements per Directive #3 (April 7, 2021) and the Ministry for Seniors and Accessibility (MSAA) Reopening Retirement Homes (December 9, 2020). The following is the "Reopening Retirement Homes" document published by the provincial government with details: [Ontario Government Visitation Protocols in Retirement Homes](#).

As the pandemic continues to evolve, our visitor practice will be reassessed and revised to allow for increased or decreased restrictions as necessary, as circumstances change in the community, within the home and with new directives.

Any non-adherence to the rules set out in the visitor package will be the basis for discontinuation of visits.

In the event we go into an outbreak, all non-essential visits will end and we will go back to essential visitors only as per the Chief Medical Office of Health (CMOH) directives.

After reading the *Visitor Information Package*, you may direct any questions to Maggie Fislova, Customer Service Manager at [mfislova@luthervillage.org](mailto:mfislova@luthervillage.org).

Thank you for your support and cooperation.

## *Visitor Procedure*

- Prior to each indoor or outdoor visit, the visitor must:
  - Review this visitor information package.
  - Pass active screening every time they are on the premises or enter the home, and attest that they are not experiencing any of the typical and atypical symptoms of COVID-19.
  - Attest that you have reviewed the following PPE safety information at least once in the past month. Please make sure you're familiar with the following information:

[Public Health Ontario's document entitled Recommended Steps: Putting on Personal Protective Equipment \(PPE\)](#)

[Putting on Full Personal Protective Equipment](#)

[Taking off Full Personal Protective Equipment](#)

[How to Hand Wash](#)

- Sign into the logbook upon arrival and sign out when the visit is over. This is applicable to both indoor and outdoor visits and is for contact tracing purposes.
- The visitor must comply with our infection and prevention control protocols during the visit:
  - Visitors must always wear a mask during the visit. If the visit is indoors, a surgical/procedure mask is required.
  - Cloth masks are permitted for outdoor visits.
  - Visitors are responsible for bringing their own masks.
  - Visitors must only visit the one resident they are intending to visit, and no other resident.
  - If a visitor wishes to visit more than one resident, a separate visit must be scheduled.
  - Visitors should arrive on time for their appointment and must leave promptly at the end of the scheduled visit time to prevent overlap of scheduled visitors.

- General Visitors are not permitted when a resident is self-isolating, or symptomatic, or when Waterloo Region is under Orange (Restrict), Red (Control) or Grey (Lockdown). The front desk will contact visitors with indoor bookings to cancel under these circumstances.
- General Visitors are also not permitted for 14 days post move-in or return from an overnight stay.
- Visitors who develop symptoms consistent with COVID-19 within 14 days of visiting must inform the Director of Resident Care immediately. This can be done via email at [mshelley@luthervillage.org](mailto:mshelley@luthervillage.org).

### *Outdoor Visits*

- A visitor patio is available in the courtyard to the right side of the Sunshine entrance.
- Visitors will be asked to sanitize the area prior to and after each use. Sanitization carts will be available.
- Please coordinate your outdoor visit at a time when the screening stations are open: daily from 7:30 a.m. – 7:30 p.m.
- Outdoor visits do not need to be pre-booked and patios are available on a first come, first serve basis. Please be considerate of others.
- If your loved one has significant mobility issues, staff may be able to assist with portering if requested in advance. This can be done by emailing Wendy Rowland, PSW Supervisor at [wrowland@luthervillage.org](mailto:wrowland@luthervillage.org).
- Outdoor visits continue to be the safest and preferred method of visiting.

### *Indoor Visits*

- Visits will occur directly within the resident's suite and not in common areas of the building.
- One-hour indoor visits will be scheduled 7 days per week between 9:00 a.m. – 7:00 p.m. using an online booking system.
- Bookings must be made a minimum of a day in advance using our online booking system: [Sunshine Centre Visitor Bookings](#).

- Four suite visits will be permitted at one time to ensure ample time to sanitize between guests and spread out the number of visitors at a given time.
- A maximum of two visitors per resident per visit, unless in
- Visitors must sign in and out of the log sheet located outside of the resident's suite. These logs may be used in the future for contact tracing purposes.
- Only two people are permitted in the elevator at one time. Use of the stairs is encouraged.

### *Active Screening Protocols*

Upon arrival, all visitors will be actively screened. For this purpose, we recommend visitors arrive 10 – 15 minutes prior to the scheduled visit.

Active screening is repeated at each visit and includes a review of COVID-19 related symptoms and several attestations:

Are you experiencing any of the following symptoms?

- Fever (temperature of 37.8°C or greater)
- New or worsening cough
- Shortness of breath (dyspnea)
- Sore throat
- Difficulty swallowing
- New olfactory or taste disorder(s)
- Nausea/vomiting, diarrhea, abdominal pain
- Runny nose, or nasal congestion – in absence of underlying reason for these symptoms such as seasonal allergies, postnasal drip, etc.
- Clinical or radiological evidence of pneumonia
- Unexplained fatigue/malaise/myalgias
- Delirium (acutely altered mental status and inattention)
- Unexplained or increased number of falls
- Acute functional decline
- Chills
- Headache
- Pink Eye

### Additional Screening Questions:

- Have you travelled outside of Canada or had close contact with anyone who has travelled outside of Canada in the past 14 days?
- Have you had close contact with anyone with respiratory illness or a confirmed or probable case of COVID-19?
- Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?
- Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?

Visitors will not be allowed to visit if they do not pass the screening.

### *Essential Visitors Policy*

Essential visitors include a person performing essential support services (e.g., food delivery, phlebotomy, maintenance, family providing care and other health care services required to maintain good health) or visiting a very ill or palliative resident.

Essential visitors must bring their own surgical/procedural mask and wear it for the duration of their visit.

Essential visitors who are in contact with a resident who is suspect of or COVID-positive must wear appropriate PPE in accordance with Directive #5 and Directive #1. This includes contact and droplet precautions (gloves, face shield or goggles, gown, and surgical/procedure mask).

If Public Health declares an outbreak, or Waterloo Region is under Orange (Restrict), Red (Control) or Grey (Lockdown), visits are restricted to essential visitors only. Essential visitors can include a caregiver. A caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision-maker and visits to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). A resident can designate a maximum of two caregivers (family or paid companion) who can be placed on the Essential Visitors List. To arrange to add someone to the list on behalf of a resident, please email Janet Faber [jfaber@luthervillage.org](mailto:jfaber@luthervillage.org).

The list of essential visitors is provided to the screening station and only those on the list will be permitted to enter during outbreak. Essential visitors are asked to travel directly to the resident's suite and perform their essential services only in the resident's suite.

### *Physical Distancing*

All visitors must practice physical distancing when visiting to reduce the risk of COVID-19 transmission. This includes maintaining a safe distance of 2 metres from others and avoiding common greetings such as handshakes, kissing or hugging.

### *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 and sneezing.

Respiratory etiquette must be practiced during all visits to reduce the risk of COVID-19 transmission.

Following these steps is important:

1. Cover your mouth and nose when you cough, sneeze, or blow your nose.
2. Put used tissue in the garbage.
3. If you do not have a tissue, cough, or sneeze into your sleeve, not in your hand.
4. Clean your hands with soap and water or hand sanitizer.

### *Hand Hygiene*

Prior to beginning each visit with a resident, visitors must perform hand hygiene. Additionally, any time your hands become soiled for any reason during the visit, you must perform hand hygiene. Wash or sanitize your hands at the end of the visit as well.

Hand hygiene relates to the removal of visible soil and removal or killing of transient microorganisms from the hands.

Keeping your hands clean through good hygiene practice is one of the most important steps to avoid getting sick and spreading germs to others. 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.

### **Soap:**

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.

Follow these steps for hand washing: (hand wash for at least 15 seconds)

1. Wet hands with warm water.
2. Apply soap.
3. Lather soap and rub between fingers, back of hands, fingertips, under nails.
4. Rinse thoroughly under running water.
5. Dry hands well with paper towel.
6. Turn taps off with paper towel.

### **Hand Sanitizer:**

Hand sanitizers are very useful when soap and water are not available. When your hands are not visibly dirty, a 70-90% alcohol-based hand sanitizer/rub should be used. It has been shown to be more effective than washing with soap (even using an antimicrobial soap) and water when hands are not visibly soiled.

Hand hygiene with alcohol-based hand sanitizer – correctly applied – kills organisms in seconds.



It is important when using an alcohol-based hand sanitizer to apply sufficient product such that it will remain in contact with the hands for a minimum of 15 seconds before the product becomes dry.

Follow these steps for sanitizing your hands: (rub hands for at least 15 seconds)

1. Apply 1-2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm, between and around fingers, back of hands, fingertips, under nails.
3. Rub hands until product is dry. Do not use paper towels.
4. Once dry, your hands are clean.

### *Universal Masking*

Masks are mandatory for all staff, residents, and visitors.

If the visit is indoors, a surgical/procedure mask is required.

Cloth masks are permitted for outdoor visits. Visitors are responsible for bringing their own mask.

Visitors are asked to ensure the resident they are visiting is wearing a cloth mask for the duration of the visit. Residents unable to wear a mask due to health reasons are asked to wear a provided face shield instead.

### **Non-Medical Masks:**

- Ensure the mask is made of at least three layers of tightly woven fabric.
- Inspect the mask for tears or holes.
- Ensure the mask or face covering is clean and dry.
- Wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.
- Use the ear loops or ties to put on and remove the mask.
- Ensure your nose and mouth are fully covered.
- Don't touch the mask while wearing it. Refrain from removing the mask to talk to someone.
- Don't share your mask.
- Replace and launder your mask whenever it becomes damp or dirty.

- Wash your mask with hot, soapy water and let it dry completely before wearing it again.
- Store your re-usable mask in a clean paper bag until you wear it again.
- Discard masks that cannot be washed in a plastic lined garbage bin after use.
- For more information, visit:

[Government of Canada Use of Non-medical Mask](#)  
[How to wear a non-medical mask](#)

**HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING**

**DO'S**

- DO wear a non-medical mask or face covering to protect others.
- DO inspect the mask for tears or holes.
- DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.
- DO ensure your nose and mouth are fully covered.
- DO wash your mask with hot, soapy water and let it dry completely before wearing it again.
- DO discard masks that cannot be washed in a plastic-lined garbage bin after use.
- DO ensure the mask is made of at least two layers of tightly woven fabric.
- DO ensure the mask or face covering is clean and dry.
- DO use the ear loops or ties to put on and remove the mask.
- DO replace and launder your mask whenever it becomes damp or dirty.
- DO store reusable masks in a clean paper bag until you wear it again.

**DO YOUR PART.**

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.

**NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR:**

- People who suffer from an illness or disabilities that make it difficult to put on or take off a mask
- Those who have difficulty breathing
- Children under the age of 2

**DON'T JUDGE OTHERS FOR NOT WEARING A MASK.**

Kindness is important as some people may not be able to wear a mask or face covering.

**DON'TS**

- DON'T reuse masks that are moist, dirty or damaged.
- DON'T touch the mask while wearing it.
- DON'T hang the mask from your neck or ears.
- DON'T leave your used mask within the reach of others.
- DON'T wear a loose mask.
- DON'T remove the mask to talk to someone.
- DON'T share your mask.

**REMEMBER,** wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.

Public Health Agency of Canada / Agence de la santé et des services sociaux du Canada

Canada

**Medical Masks:**

Please come prepared with a medical/procedural mask for indoor visits. It is important to wear your mask safely.

# HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](http://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 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.**

**EPI•win**  World Health Organization