



Sunshine Centre
Visitor Information Package

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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 Public Health and the Retirement Homes Regulatory Authority (RHRA): [Directive #3](#), [Directive #5](#) and [Policy to Implement Directive #3](#) (updated December 22, 2021).

As the pandemic continues to evolve, our visitor practice will be reassessed 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 protocols set out in the visitor package will be the basis for discontinuation of visits.

Questions about the Visitor Information Package may be directed to Maggie Fislova, Customer Service Manager at mfislova@luthervillage.org.

If you wish to escalate a concern that we were unable to resolve, please contact the Retirement Homes Regulatory Authority at info@rhra.ca or by calling 1-855-275-7472.

General Visitor Procedure

- A general visitor is a person who is not an essential caregiver and visits for social reasons or to provide non-essential services. This also includes prospective residents and their families touring the Sunshine Centre.
- Fully vaccinated general visitors are permitted providing the resident they are visiting is not in isolation, and the Sunshine Centre is not in an outbreak.
- Fully vaccinated general visitors will be required to complete rapid antigen testing upon arrival.
- Proof of a negative rapid antigen test will be required at the Front Desk prior to each visit. Please see the Rapid Antigen Testing Procedure for details.

Essential Caregivers

- Essential caregivers are those who provide care and or companionship to a resident. This includes supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity, and assistance in decision-making.
- Essential caregivers include family members who provide care, a privately hired caregiver, paid companions, and publicly funded care providers (i.e., HCCSS, formerly LHIN, Home Instead, Home Care Assistance, Paramed, Warm Embrace).
- Residents (or POA of Care) are to designate a maximum of 2 essential caregivers (exception only for palliative residents).
- All essential caregivers must be registered with us. If you are unsure of your essential caregiver status, please contact RPN Supervisor, Janet Faber JFaber@luthervillage.org.
- All essential caregivers must complete rapid antigen twice weekly (on different days of the week) upon entering the Sunshine Centre. See Rapid Testing Procedure for details.
- Unvaccinated essential caregivers will need to complete a rapid test prior to each visit and only be permitted to visit in the resident's suite.
- 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 a well-fitted surgical/procedure mask).

Contractors & Private Caregivers & Other Support Workers

- All external care providers and contractors must always wear their name badges.
- All Luther Village contractors must be vaccinated to enter the Sunshine Centre. Contractors coordinated by residents will be considered general visitors.
- Vaccinated contractors and private caregivers must complete rapid antigen tests prior to each visit. See the Rapid Antigen Testing Procedure for details.

Fully Vaccinated Defined

- In Ontario, an individual is considered fully vaccinated if they have received:
 - The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines,
 - One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or
 - Three doses of a COVID-19 vaccine not authorized by Health Canada; and
- They received their final dose of the COVID-19 vaccine at least 14 days ago.
- For more information, visit: [COVID-19 Fully Vaccinated Status in Ontario \(gov.on.ca\)](https://www.ontario.ca/covid-19-fully-vaccinated-status)

Rapid Testing Procedure

- Rapid tests will be provided (as supply permits) upon entry.
- Self-testing will be done in the Little Hall. Results take 15 minutes to obtain.
- Proof of a negative result will be required at the Front Desk prior to entry. This can be done by showing the result to the front desk.
- Used tests will be disposed of at the Front Desk in the designated sharps container.
- Here is a helpful [video](#) and [written instructions](#) on how to conduct a rapid antigen test.
- The Ministry of Health also requires us to provide you with the [Ministry of Health COVID-19 Guidance: Considerations for Rapid Antigen Screening: COVID-19 Antigen POCT Guidance](#).
- Need to purchase a rapid test? Here are several links:
 - <https://rapidtestandtrace.ca/>
 - <https://www.canadianshieldppe.ca/pages/rapid-tests>
 - <https://www1.shoppersdrugmart.ca/en/health-and-pharmacy/covid-19/testing/antigen-screening>

Indoor Visits

- Only two visitors can come at a time and must do so within the resident's suite.
- Visitors must always wear a mask during the visit. If the visit is indoors, a well-fitted surgical/procedure mask is required while cloth masks are permitted for outdoor visits. Visitors are responsible for bringing their own masks.
- Physical distancing of two metres is required. An exception to the requirement for physical distancing has been updated to allow for residents to have brief physical contact with visitors (e.g., hugs).
- Essential visitors are required to wear appropriate eye protection (e.g., goggles or face shield) when providing care within 2 metres of a resident who is in isolation (suspect or confirmed covid positive) or unmasked in the provision of providing care. Please come prepared.

Outdoor Visits

- The number of people visiting must not exceed provincial limits for outdoor gatherings.
- 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 calling the nursing station or emailing Wendy Rowland, PSW Supervisor at wrowland@luthervillage.org.
- Outdoor visits continue to be the safest and preferred method of visiting.

Symptom Reporting

- Visitors who develop symptoms consistent with COVID-19 within 14 days of visiting should be tested through Public Health and inform the Director of Resident Care immediately. This can be done via email at mshelley@luthervillage.org.

Active Screening Protocols

- Prior to each indoor or outdoor visit, you must:
 - Review this visitor information package.

- Pass active screening every time you are on the premises or enter the building, and attest that you are not experiencing any of the symptoms of COVID-19.
- Attest upon entry that you will abide by the health and safety practices contained in Directive #3.
- Attest that you have reviewed the following PPE safety information at least once in the past month:

[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](#)

- Complete a Visitor Screening Form which includes the date of the rapid test and verification of vaccination status.
- Upon arrival, all visitors will be actively screened. Active screening is repeated at each visit and includes a review of COVID-19 related symptoms and several attestations.
- **If you have travelled outside Canada within the past 14 days (including to the United States) you will be denied entry to the Sunshine Centre unless you can answer No to questions 1 through 9 below AND can show proof of a negative rapid antigen test taken within the past 48 hours, regardless of your vaccination status.**

<p>1. Do you have one or more of the following symptoms?</p>	<p>○ Yes ○ No</p>
<p>- Fever and/or chills</p>	<p>Temperature of 37.8 degrees Celsius</p>
<p>- Sore throat or any cold or flu-like symptoms</p>	<p>Not related to any known causes or conditions you already have</p>

<ul style="list-style-type: none"> - Cough or barking cough (croup) 	<p>Not related to asthma, post-infectious reactive airways, COPD, or other known causes or conditions you already have.</p>
<ul style="list-style-type: none"> - Shortness of breath 	<p>Not related to asthma or other known causes or conditions you already have.</p>
<ul style="list-style-type: none"> - Decreased or loss of smell or taste 	<p>Not related to seasonal allergies, neurological disorders, or other known causes or conditions you already have.</p>
<p>For adults over 18 years of age</p> <ul style="list-style-type: none"> - Fatigue, lethargy, malaise and/or myalgias 	<p>Unusual tiredness, lack of energy (not related to depression, insomnia, thyroid dysfunction, or other known causes or conditions you already have)</p> <p><i>If you received a COVID-19 vaccination in the last 48 hours and are experiencing mild fatigue that only began after vaccination, select “No”.</i></p>
<p>For children under 18 years of age</p> <ul style="list-style-type: none"> - Nausea, vomiting, and /or diarrhea 	<p>Not related to irritable bowel syndrome, anxiety, menstrual cramps, or other known causes or conditions you already have</p>
<p>2. In the last 14 days, have you travelled outside of Canada AND are currently required to be in quarantine per the federal quarantine requirements?</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
<p>3. Has a doctor, health care provider, or public health unit told you that you should currently be isolating (staying at home)?</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>This can be because of an outbreak or contact tracing.</p>

<p>4. In the last 10 days have you been identified as a “close contact” of someone who currently has COVID-19?</p>	<p>If public health has advised you that you do not need to self-isolate (e.g., you are fully immunized or have tested positive for COVID-19 in the last 90 days and since been cleared), select “No”.</p> <p>○ Yes ○ No</p>
<p>5. In the last 10 days, have you received a COVID Alert exposure notification on your cell phone?</p>	<p>If you have already gone for a test and got a negative result, select “No”. If you are fully immunized or have tested positive for COVID-19 in the last 90 days and since been cleared, select “No.”</p> <p>○ Yes ○ No</p>
<p>6. In the last 10 days have you tested positive on a rapid antigen test or a home-based self-testing kit?</p>	<p>If you have since tested negative on a lab-based PCR test, select “No”.</p> <p>○ Yes ○ No</p>
<p>7. Is anyone you live with currently experiencing any new COVID-19 symptoms and/or waiting for test results after experiencing symptoms?</p>	<p>If you are fully immunized or have tested positive for COVID-19 in the last 90 days and since been cleared, select “No”.</p> <p>If the individual experiencing symptoms received a COVID-19 vaccine in the last 48 hours and is experiencing mild headache, fatigue, muscle aches, and /or joint pain that only began after vaccination, select “No”.</p> <p>○ Yes ○ No</p>

<p>8. In the last 14 days, has someone in your household (someone you live with) travelled outside of Canada AND is required to be currently in quarantine (as per the federal quarantine requirements)?</p>	<p> <input type="radio"/> Yes <input type="radio"/> No </p>
<p>9. In the last 10 days, has someone in your household (someone you live with) been identified as a “close contact” of someone who currently has COVID-19 AND advised by a doctor, healthcare provider or public health unit to self-isolate?</p>	<p>If you are fully vaccinated or have tested positive for COVID-19 in the last 90 days and since been cleared, select “No”.</p> <p> <input type="radio"/> Yes <input type="radio"/> No </p>
<p>10. I will abide by the health and safety practices contained in Directive #3.</p>	<p> <input type="radio"/> Yes <input type="radio"/> No </p>
<p>11. Visitors: I attest that I have reviewed the Visitor Information Package and required PPE safety information at least once in the past month.</p>	<p> <input type="radio"/> Yes <input type="radio"/> No </p>

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.

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 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 and visitors. Residents are not required to wear a mask, although it is strongly recommended if tolerated.

If the visit is indoors, a well-fitted surgical/procedure mask is required. Cloth masks are permitted for outdoor visits. Visitors are responsible for bringing their own mask.

Please come prepared with a medical/procedural mask for indoor visits.

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 on non-medical masks, visit:
[Government of Canada Use of Non-medical Mask](#)
[How to wear a non-medical mask](#)