



Sunshine Centre
Visitor Information Package

Last edited: June 8th, 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](#) and the Retirement Homes Regulatory Authority (RHRA) [Policy to Implement Directive #3](#) (June 7th, 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.

Thank you for your support and cooperation.

Visitor Procedure

- ⊖ General visitors are permitted providing the resident they are visiting is not in isolation, and the Sunshine Centre is not in an outbreak.
- ⊖ All indoor and outdoor visits (essential excepted) should be booked a minimum of a day in advance. This can be done through the online booking system: [Sunshine Centre Visitor Bookings](#).
- Visits are available when the screening station is open: daily from 6:30 a.m. – 7:30 p.m.
- 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 typical and atypical 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](#)

- Staff will log your visit (name and phone number) at the screening station upon arrival for contact tracing purposes if required.
- 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 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.
- 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 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.

Indoor Visits

- Indoor groups may include up to 5 individuals at any one time (including the resident) providing physical distancing protocols are adhered to. Group limits do not include children 2 years or under.
- Indoor visiting may occur in a resident's suite, Sunshine Café or Private Family Dining Room on a first come, first served basis. Sanitization carts are available, and visitors are asked to sanitize the area before and after use.
- Only three people are permitted in the elevator at one time. Use of the stairs is encouraged.

Outdoor Visits

- The number of people visiting must not exceed provincial limits for outdoor gatherings.
- A visitor patio is available in the courtyard to the right side of the Sunshine entrance on a first come, first served basis.
- Visitors will be asked to sanitize the area prior to and after each use. Sanitization carts are available.
- 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.

Active Screening Protocols

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:

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 are not permitted access if they do not pass screening. Exemptions include first responders, visitors for imminently palliative residents and staff with post-vaccination symptoms, who are not required pass screening as outlined in Directive #3.

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. Booking appointments is not required for essential visitors.

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).

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). Essential caregivers are not required to pre-book their visit and are permitted to attend organized events.

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.

The list of essential visitors is provided to the screening station and only those on the list will be permitted to enter when the Sunshine Centre is in an outbreak. In these circumstances, essential visitors are asked to travel directly to the resident's suite and perform their essential services only in the resident's suite.

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 (if tolerated). Residents unable to wear a mask due to health reasons are asked to wear a provided face shield instead.

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](#)